



**आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश**

**IFTM University, Moradabad, Uttar Pradesh**

**NAAC ACCREDITED**

**SCHOOL OF BUSINESS MANAGEMENT**

**DEPARTMENT OF HOTEL MANAGEMENT & CATERING  
TECHNOLOGY**

**DIPLOMA IN HOTEL MANAGEMENT (DHM)  
[I YEAR]**

**UNDER CHOICE BASED CREDIT SYSTEM**

**[W.E.F. ACADEMIC SESSION 2021-22]**

**IFTM UNIVERSITY**

**N.H.-24, Lodhipur Rajput, Delhi Road, Moradabad, Uttar Pradesh-244001  
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**SCHOOL OF BUSINESS MANAGEMENT**  
**DEPARTMENT OF HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**Study and Evaluation Scheme of**  
**Diploma in Hotel Management (DHM)**  
**[I Year]**  
**[w.e.f Academic Session 2021 -22]**

**Summary**

<b>Programme:</b>	<b><i>Diploma in Hotel Management (DHM)</i></b>
<b>Course Level:</b>	<b><i>Diploma</i></b>
<b>Duration:</b>	<b><i>18 months (Three semesters) Full time</i></b>
<b>Medium of Instruction:</b>	<b><i>English</i></b>
<b>Minimum Required Attendance:</b>	<b><i>75%</i></b>
<b>Maximum Credits:</b>	<b><i>80</i></b>

**Programme Outcomes (POs):**

Students completing this programme will be able to:

- Undertake task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies, in accordance with the competency standards.
- Perform work activities effectively and efficiently, meeting the standards expected in the operations required in the tourism industry/hospitality sectors.
- Analyse situations, identify problems, formulate solutions and implement corrective and/or mitigating measures and action management into foodservice and lodging operations.
- Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
- Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.
- Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**Preamble**

As per the surveys conducted to assess requirement of trained manpower for the hospitality sector, it has been established that there is greater demand for skilled manpower rather than for managers. The World Travel Organization predicts that it will triple in size by the year 2020, becoming one of the largest industries in the world. This growth will continue in the same way and industry will become one of the largest employment provider by 2030.

All the hospitality organizations, be it a hotel, restaurant, fast food outlet, resort, railways, airlines, cruise liners and other allied industries, all require trained personnel to man their operations. The diploma in hotel management is open to 12th pass students of +2 system. The Course duration is for 36 weeks followed by 24 weeks of Industrial Training.

Diploma in Hotel Management Programme was introduced in the Academic Year 2019 – 2020. It is well-suited for all hotel management professionals who wish to upgrade their qualifications in order to gain a competitive advantage in their careers.

It has been estimated that most of the people tend to leave the hotel industry due to lack of growth. This leads to higher attrition levels and is a major bane for this sector. To give a boost for the career advancement, one needs higher levels of managerial skills and knowledge which would be met by a program which has a curriculum aimed at developing the conceptual skills of the students.

India's hotel industry can be compared to the best hotels in the world. However, the hospitality based educational programmes offered by various Institutes still focus on hotels only. Today there is a move from hotel to hospitality. The term 'Hospitality' is more holistic and encompasses much more than four primary functional areas in a hotel, namely Front Office, Housekeeping, Food & Beverage Service and Food Beverage Production. A Hotel is merely a type of establishment as opposed to hospitality, which is a phenomenon that prevails across diverse types of establishments such as Hotels, Restaurants, Airlines, Convention Centers, Events Destinations and related services.

Keeping the above in mind and the uphill growth of the tourism industry, this unique course will be able to meet the need of the industry & academia at all levels, offering full time course for new entrants.

## Definitions of KeyWords

1. **Academic Year:** Two consecutive (one odd + one even) semesters constitute one academic year.
2. **Choice Based Credit System (CBCS):** The CBCS provides choice for students to select from the prescribed courses (core, elective or minor or soft skill courses).
3. **Course:** Usually referred to, as ‘papers’ is a component of a programme. All courses need not carry the same weight. The courses should define learning objectives and learning outcomes. A course may be designed to comprise lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study etc. or a combination of some of these.
4. **Credit Point:** It is the product of grade point and number of credits for a course.
5. **Credit:** A unit by which the course work is measured. It determines the number of hours of instructions required per week. One credit is equivalent to one hour of teaching (lecture or tutorial) or two hours of practical work/field work per week.
6. **Semester Grade Point Average (SGPA):** It is a measure of performance of work done in a semester. It is the ratio of total credit points secured by a student in various courses registered in a semester and the total course credits taken during that semester. It shall be expressed up to two decimal places.
7. **Cumulative Grade Point Average (CGPA):** It is a measure of overall cumulative performance of a student over all semesters. The CGPA is the ratio of total credit points secured by a student in various courses in all semesters and the sum of the total credits of all courses in all the semesters. It is expressed up to two decimal places.
8. **Grade Point:** It is a numerical weight allotted to each letter grade on a 10-point scale.
9. **Programme:** An educational programme leading to award of a Degree, diploma or certificate.
10. **Semester:** Each semester will consist of 15-18 weeks of academic work equivalent to 90 actual teaching days. The odd semester may be scheduled from July to December and even semester from January to June.
11. **Types of Courses:** Courses in a programme may be of three kinds: Core, Elective and Foundation.
  - a. **Core Course:** There may be a Core Course in every semester. This is the course which is to be compulsorily studied by a student as a core requirement to complete the requirement of a programme in a said discipline of study.

- b. **Elective Course:** Elective course is a course which can be chosen from a pool of papers. It may be:
- Supportive to the discipline of study
  - Providing an expanded scope
  - Enabling an exposure to some other discipline/domain
  - Nurturing student's proficiency/skill.

An elective may be "Generic Elective" focusing on those courses which add generic proficiency to the students. An elective may be "Discipline centric" or may be chosen from an unrelated discipline. It may be called an "Open Elective."

- c. **Foundation Course:** The Foundation Courses may be of two kinds: Compulsory Foundation and Elective foundation. "Compulsory Foundation" courses are the courses based upon the content that leads to Knowledge enhancement. They are mandatory for all disciplines. Elective Foundation courses are value-based and are aimed at man-making education.

### **Discipline Specific Core Course (Six Credit Each)**

1. Food Production
2. Food & Beverage Services
3. Front Office Operations
4. Accommodation Operations
5. Food Production (Practical)
6. Food & Beverage Services (Practical)
7. Front Office Operations (Practical)
8. Accommodation Operations (Practical)

### **Discipline Specific Elective (Six Credit Each)**

1. Food Production
2. Front Office Operations
3. Food & Beverage Services
4. Accommodation Operations
5. Bakery and Confectionery
6. Laundry Management
7. Food Production (Practical)
8. Front Office Operations (Practical)
9. Food & Beverage Services (Practical)
10. Accommodation Operations (Practical)
11. Bakery and Confectionery (Practical)
12. Laundry Management (Practical)
13. Specialized Departmental Exposure (Industry Exposure)

## **Ability Enhancement Compulsory Courses (Two Credit Each)**

1. Basics of Hospitality Communication

## **Skill Enhancement Elective Courses (Two Credit Each)**

1. Basics of Computer Applications
2. Basic Nutrition and Food Safety
3. Accounts and Costing for Hospitality
4. Meetings, Incentive, Conventions and Events/Exhibitions (MICE)
5. Entrepreneurship Development
6. Log Book & Presentation

## Study and Evaluation Scheme

### Programme: Diploma in Hotel Management (DHM)

#### Semester I

Sr. No.	Course Code	Category	Course Title	L	T	P	C	Evaluation Scheme		
								Internal 30	External 70	Total 100
<b>Theory</b>										
1	DHM101	DSC	Food Production	4	-	--	4	30	70	100
2	DHM102	DSC	Food & Beverage Services	4	-	--	4	30	70	100
3	DHM103	DSC	Front Office Operations	4	-	--	4	30	70	100
4	DHM104	DSC	Accommodation Operations	4	-	--	4	30	70	100
5	DHM105	SEC	Basics of Computer Applications	2	-	--	2	30	70	100
6	DHM106	AECC	Basics of Hospitality Communication	2	-	--	2	30	70	100
<b>Practical</b>										
1	DHM101P	DSC	Food Production	--	-	4	2	30	70	100
2	DHM102P	DSC	Food & Beverage Services	--	-	4	2	30	70	100
3	DHM103P	DSC	Front Office Operations	--	-	4	2	30	70	100
4	DHM104P	DSC	Accommodation Operations	--	-	4	2	30	70	100
<b>Total</b>				<b>20</b>	<b>-</b>	<b>16</b>	<b>28</b>	<b>300</b>	<b>700</b>	<b>1000</b>

**Semester II**

Sr. No.	Course Code	Category	Course Title	L	T	P	C	Evaluation Scheme		
								Internal 30	External 70	Total 100
<b>Theory</b>										
1	DHM 201A	DSE (Any-1 out of 2)	Food Production	4	-	--	4	30	70	100
2	DHM 201B		Front Office Operations							
3	DHM 202A	DSE (Any-1 out of 2)	Food & Beverage Services	4	-	--	4	30	70	100
4	DHM 202B		Accommodation Operations							
5	DHM 203A	DSE (Any-1 out of 2)	Bakery and Confectionery	4	-	--	4	30	70	100
6	DHM 203B		Laundry Management							
7	DHM 204A	SEC (Any-1 out of 2)	Basic Nutrition and Food Safety	4	-	--	4	30	70	100
8	DHM 204B		Accounts and Costing for Hospitality							
9	DHM 205A	SEC (Any-1 out of 2)	Meetings, Incentive, Conventions and Events/ Exhibitions (MICE)	4	-	--	4	30	70	100
10	DHM 205B		Entrepreneurship Development							
<b>Practical</b>										
1	DHM 201AP	DSE (Any-1 out of 2 on the basis of above selection )	Food Production	--	-	4	2	30	70	100
2	DHM 201BP		Front Office Operations							
3	DHM 202AP	DSE (Any-1 out of 2 on the basis of above selection )	Food & Beverage Services	--	-	4	2	30	70	100
4	DHM 202BP		Accommodation Operations							
5	DHM 203AP	DSE (Any-1 out of 2 on the basis of above selection )	Bakery and Confectionery	--	-	4	2	30	70	100
6	DHM 203BP		Laundry Management							
<b>Total</b>				<b>20</b>	<b>-</b>	<b>12</b>	<b>26</b>	<b>240</b>	<b>560</b>	<b>800</b>



**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 101: FOOD PRODUCTION**

**Objective:** The course aims to introduce the students to basic kitchen knowledge which will subsequently help them to understand and apply Professional Cookery during the subsequent semesters.

**UNIT I** **(8 Sessions)**

**Cooking:** –Introduction, Definition, and its importance.

**Hygiene:** Introduction, importance and types. Qualities of F&B production employees. Protocol for pandemic situation.

**UNIT II** **(12 Sessions)**

**Handling kitchen accidents:** Burns, cuts, fractures and Heart attack.

**Fire:** Introduction, Types and how to extinguish different types of fire.

**Basic food nutrients, their importance and effect of heat on these.**

**UNIT III** **(10 Sessions)**

**Ingredients used in cooking-I:** Cereals and Grains, Fruits and Vegetables.

**Sweeteners:** Types, Purchasing and Storing considerations.

**UNIT IV** **(10 Sessions)**

**Ingredients used in cooking-II:** Egg, Milk and Milk Products, Salt and Oil & Fat - Introduction, Types, Purchasing and Storing considerations.

**Practicals:**

1. Proper usage of a kitchen knife and hand tools. Understanding the usage of small equipments.
2. Familiarization, identification of commonly used raw material.
3. Basic hygiene practices to be observed in the kitchen. First aid for cuts & burns.
4. Vegetables Cuts and cooking.
5. **EGG COOKERY:**Preparation of: Hard & soft boiled eggs, Fried eggs, Poached eggs, Scrambled eggs, Omelet's (Plain, Spanish, and stuffed).
6. **RICE & PULSES COOKING:**Identification of types of rice varieties & pulses. Simple preparation of (a) Boiled rice (Draining & absorption) Method. Fried rice. Simple dal preparation.
7. **INDIAN BREAKFAST:** Preparation of Puri/Bhaji, AlooParatha, CholaBhatara,

**Course Outcomes:**

Students completing this course will be able to:

1. Know how to Handle kitchen accidents
2. Know the composition, functions sources of nutrients.
3. Understand the effects of excess & deficiency of nutrients.
4. Identify the ingredients used in cooking.
5. Know the purchasing and storing.

**Suggested Readings:**

1. Arora K. : Theory of Cookery; Frank Bros & Co.
2. Kinton, R. &Cessarani, V. Practical Cookery: Hodder Education
3. Kauffman, R.J. &Cracknell, H. Practical Professional Cookery: Cengage Learning EMEA
4. ThangamE.Philip Modern Cookery for Teaching and the Trade Vol.I& Vol. II .Orient Blackswan Private Limited - New Delhi

**Web Sources:**

1. <https://ihmnotessite.com/index.php/home/hmct-notes>
2. <https://www.ihmnotessite.net/food-production>
3. <http://annamalai-hmnotes4all.blogspot.com/2010/10/preparation-of-ingredients.html>
4. <https://www.uth.tmc.edu/courses/nutrition-module/section1/table1-2.html>
5. <http://rkiftmu.blogspot.com/2017/09/course-bhmct-subject-food.html>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
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**DHM 102: FOOD & BEVERAGE SERVICES**

**Objective:** The course has been designed so as to inculcate basic understanding on the structural and operational perspectives of Food and Beverage Service with basic knowledge about F&B areas & familiarization of equipments so that the students may be gradually exposed to the professional and applied intricacies of the subject.

**UNIT I**

**(10 Sessions)**

**The Hotel & Catering Industry:** Introduction to the Hotel Industry and Growth of the head Industry of India. Role of Catering establishment in the travel / tourism industry Types of F&B operations. Classification of Commercial, Residential/Non Residential. Welfare Catering –Industrial/Institutional/Transport such as air, road, rail/Sea. Structure of the catering industry – a brief description.

**UNIT II**

**(12 Sessions)**

**Departmental Organisation & Staffing:** Organization of F&B department of hotel. Principal staff of various types of F&B operations. French terms related to F&B staff. Duties & responsibilities of F&B staff. Attributes of a waiter. Inter-departmental relationships (Within F&B and other department). Protocol for pandemic situation.

**UNIT III**

**(10 Sessions)**

**Food Service Areas:** Specialty Restaurants, Coffee Shop Service, Cafeteria Service, Fast Food Service, Room Service, Banquet Service, Bar Service, Vending Machines. **Food & Beverage Service equipments:** Introduction, Classification and features.

**UNIT IV**

**(8 Sessions)**

**Ancillary Departments:** Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding.

**Food & Beverage Service Methods:** Introduction, Classification and features.

**Practicals:**

1. Table laying for different meals, Restaurant reservation, Receiving and seating the guest, talking the order, Procedure of service at table, (Silver service and pre-plated service).
2. Presentation & Encashing the bill.
3. Room Service (tray and trolley)
4. Identification, care and maintenance of F& B Service equipment.
5. Silver cleaning and Drying.
6. Basic Restaurant Etiquette. Personal grooming.
7. Mise-en -Scene and Mise-en-place.
8. Practice of different serviette folds.
9. Knowledge of various food service methods.

**Course Outcomes:**

Students completing this course will be able to:

1. Classify the commercial and non-commercial catering establishment.
2. Understand the development of the food service industry.
3. Know the organization Structure of F&B Services
4. Understand the role of F & B department its functions and staffing.

**Suggested Readings:**

1. Andrews, S. Food & Beverage Service Training Manual -Tata McGraw Hill. Professional Food & Beverage Service Management -Brian Varghese.
2. Andrews S. Food & Beverage Service Training Manual; TataMcGraw Hill.
3. Brown, G. The Waiter's Handbook, Hospitality Press
4. Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage service, Hodder Education

**Web Sources:**

1. <https://ihmkolkatafoodandbeveragenotes.blogspot.com/2019/03/catering-establishments.html>
2. [https://www.tutorialspoint.com/food\\_and\\_beverage\\_services/food\\_and\\_beverage\\_services\\_basics.htm#](https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_basics.htm#)
3. <https://www.bngkolkata.com/food-and-beverage-sector/>
4. <https://ihmkolkatafoodandbeveragenotes.blogspot.com/2017/06/f-service-equipments-familiarization.html>
5. <https://hmhub.me/job-description-specification-fb-staff-organisation/>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 103: FRONT OFFICE OPERATIONS**

**Objective:** The course endeavors to introduce the students about the concept, significance, organization and basic functions of Hotel Front Office.

**UNIT I**

**(10 Sessions)**

**Introduction to Tourism, Hospitality & Hotel Industry:** Tourism and its importance. Hospitality and its origin. Evolution and growth of hotels. Brief introduction to hotel core areas with special reference to Front Office. Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others. Protocol for pandemic situation.

**UNIT II**

**(10 Sessions)**

**Types of Rooms:** Single, Double, Twin, Suits. **Organization:** Function areas, Front office hierarchy, Duties and responsibilities, Personality traits. **Tariff Structure:** Basis of charging, Plans, competition, customer's profile, standards & amenities, Hubert formula, Different types of tariffs, Rack rate, Discounted Rates for corporate, Airlines, Groups & Travel Agents.

**UNIT III**

**(10 Sessions)**

**Hotel Entrance, Lobby and Front Office:** Layout, Front office equipment (non-automated, semi-automated and automated).

**Front Office and Guest Handling:** Introduction to guest cycle, Pre arrival, Arrival, Stay, Departure and after departure.

**Reservation:** Importance of reservation, Modes, Channels and sources Types of reservation, Cancellation, Amendments and overbooking.

**UNIT IV**

**(10 Sessions)**

**Room Selling Techniques:** Up selling and Discounts.

**Arrivals:** Preparing for guest arrivals at Reservation and Front office, Receiving of guests, Pre- registration, Registration (non-automatic, semi-automatic and automatic ), Relevant records for F I T s ,Groups, Air Crews & VIPs ).

**Bell Desk:** Functions, Procedures and records.

**Practicals:**

1. Basic Practical like Receiving a Call, Guest Handling, Luggage Handling etc.
2. Telecommunication skills and telephone manners. Understanding Front office terminology.
3. Know DO'S and Don'ts of conducting themselves in the front office.
4. Forms/formats related to front office
5. Basic manners and grooming standard required to front office operations.
6. Role Play related to Reservation, Arrivals, Luggage handling, Message and mail handling and Paging.

**Course Outcomes:**

Students completing this course will be able to:

1. Understand the different sections in the front office.
2. Learn the desired attributes and qualities of front office staff.
3. Comprehend the types of guest in a hotel.
4. Understand the integrated functions of front office staff in the hotel.
5. Gain knowledge pertaining to the roles & responsibilities of the front office staff.

**Suggested Readings:**

1. Andrews, S. 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Bhatnagar, S.K. Front office Operation Management- Publisher: Frank Brothers.
3. Michael L. Kasavana, Effective Front Office Operations – Educational Institute of the American Hotel & Motel Association
4. Renner P. Basic Hotel Front Office Procedures – Van Nostrand Reinhold

**Web Sources:**

1. <https://www.ihmnotessite.net/3-front-office>
2. <https://ihmstudymaterial.blogspot.com/p/3rd-semester-front-office-notes-1.html>
3. <https://www.scribd.com/doc/275846358/Front-Office-1st-Sem-Notes>
4. <https://www.msihmctrs.in/bhmct.pdf>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
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**DHM 104: ACCOMMODATION OPERATIONS**

**Objective:** The course structure has been planned in a manner that the students are able to develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning.

**UNIT I**

**(12 Sessions)**

**Introduction:** Importance of Housekeeping, Responsibility of the Housekeeping department, Housekeeping Department: Organizational framework of the Department, Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff, Inter departmental Coordination with more emphasis on Front office and the Maintenance department. Protocol for pandemic situation.

**UNIT II**

**(10 Sessions)**

**Housekeeping Procedures:** Briefing, Debriefing, Gate pass, indenting from stores. Inventory of Housekeeping Items, Housekeeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Formats and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk.

**UNIT III**

**(8 Sessions)**

**The Hotel Guest Room:** Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest rooms. Guest Room Features – Housekeeping Perspective.

**UNIT IV**

**(10 Sessions)**

**Cleaning Science:** Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning.

**Equipment:** Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment. Care and Cleaning of Different Surfaces.

**Practicals:**

1. Familiarization with housekeeping sections.
2. Identification of cleaning equipments; laundry equipments – washing machine, clothes dryer and automatic iron etc.
3. Identification and classification of cleaning agents
4. Maids Trolley: Set Up, Stocking and usage.
5. Bed making: Identification of linen. Step by step procedure for making bed/ Turn down service.
6. Glass Cleaning and Mirror Cleaning. Floors and bathroom cleaning.
7. Understanding scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping and brushing,

**Course Outcomes:**

Students completing this course will be able to:

1. Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
2. Generate different type of reports, checklist for linen, minibar and guest room.
3. Understand the structure function, Importance and coordination of different section of housekeeping department.
4. Understand procedure of cleaning different status of room.
5. Understand correct use of cleaning equipment & cleaning agents

**Suggested Readings:**

1. Andrews S. Hotel Housekeeping Manual, Tata McGraw Hill.
2. Allen, D. Accommodation and Cleaning Services, Vol. I & Vol. II. Nelson Thornes Ltd
3. Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
4. Raghubalan, G. Hotel Housekeeping Operations & Management – Oxford University Press.
5. Robert J. Martin & Thomas J.A. Jones, Professional Management of Housekeeping Operations (II Edn.)- Wiley Publications.

**Web Sources:**

1. [https://www.tutorialspoint.com/hotel\\_housekeeping/hotel\\_housekeeping\\_introduction.htm](https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_introduction.htm)
2. <http://paramjamwal.blogspot.com/2013/11/cleaning-agents.html>
3. [https://www.tutorialspoint.com/hotel\\_housekeeping/hotel\\_housekeeping\\_cleaning\\_equipment.htm](https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_cleaning_equipment.htm)
4. <http://www.bngkolkata.com/web/hotel-guest-room-cleaning/>
5. <https://www.kullabs.com/classes/subjects/units/lessons/notes/note-detail/8220>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 105: BASICS OF COMPUTER APPLICATIONS**

**Objective:** This module has been planned to create basic understanding on the structural and functional aspects of computers so that, in the subsequent semesters the incumbent students are readily able to assimilate the intricacies of computer applications with special reference to Hotel Management.

**UNIT I**

**(10 Sessions)**

**Computer Fundamentals:** Information concepts and processing, Definitions, Need, Quality and Value of Information, Data Processing Concepts, Different elements of a computer system, Characteristics of Computers, Classification of Computers, Limitations.

**UNIT II**

**(8 Sessions)**

**Hardware Features and Uses:** Components of a Computer, Generations of Computers, Primary and Secondary Storage Concepts, Data Entry Devices, Data Output Devices.

**UNIT III**

**(12 Sessions)**

**MS-Word:** Creating and editing documents.

**MS Excel:** Starting Excel, Working with a Spreadsheet, Editing the Worksheet, Formulae in Excel, Selecting, Inserting and Deleting Sheet.

**MS Power point:** Introduction to 'Power Point'; viewing and creating presentations. Entering and Editing Text, Formatting Text, Drawing and Rotating Objects.

**UNIT IV**

**(10 Sessions)**

**Introduction to Internet:** Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines.

**Practicals:**

1. Practice on computers on MS word, Excel, Power Point and use and proficiency on internet.
2. Creating a document, Creating Folders, Creating Shortcuts, Copying Files / Folders, Renaming Files / Folders, Deleting Files, Exploring Windows, Quick Menus.
3. Use of PMS, software and how to generate various reports.

**Course Outcomes:**

Students completing this course will be able to:

1. Describe basic concepts and identify the functioning of Computers.
2. Understand the concepts and processing of information.
3. Define the basics and utility of MS-Word, MS-Excel and MS-PowerPoint.
4. Understand the concept of documents, spreadsheets and presentations.
5. Define the utility of Networking and Internet.

**Suggested Readings:**

1. Braham, B. Computer System in Hotel and Catering Industry, Casseu, 1998.
2. Basandra, S.K. Computer Today, New Delhi: Golgothia Publications.
3. Clark, A. Small Business Computer Systems, Hodder and Stoughton, 1987.
4. London, K.C. and London. J.P. Management System Information System – a Contemporary perspective, Mc. Milan. 1988.
5. White, C. Data Communications & Computer Network, Thomson Learning, Bombay.

**Website Sources:**

1. <http://ecomputernotes.com/fundamental>
2. <https://www.tutorialspoint.com/word/index.htm>
3. <https://www.tutorialspoint.com/excel/index.htm>
4. <https://www.tutorialspoint.com/powerpoint/index.htm>

**Note: Latest editions of all the suggested readings must be used.**

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**DHM 106: BASICS OF HOSPITALITY COMMUNICATION**

**Objective:** The basic objective of the course is to help the students to acquire and develop communication skills necessary for efficient management, and also to understand the significance of effective communication in an organization. The module has been designed keeping in mind the various aspects of communication necessary for day-to-day transactions with Special reference to Hotels, Restaurants and other Hospitality Institutions.

**UNIT I**

**(8 Sessions)**

**Personality Enrichment:** Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening.

**Stress Management:** Meaning, purpose, techniques.

**Personality Development Strategies:** Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business.

**UNIT II**

**(10 Sessions)**

**Interpersonal Skills:** Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place.

**Group Discussion:** Team behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression.

**Telephone conversation:** Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.

**UNIT III**

**(12 Sessions)**

**Basic concept of Recruitment and Selection:** Intent and purpose, selection procedure, types of interviews. **Preparing for interviews:** Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions.

**Facing an interview panel:** Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews.

**UNIT IV**

**(10 Sessions)**

**Presentation:** Presentation skills, seminar skills role – plays. **Electronic Communication Techniques:** email, Fax. **Travel & Hospitality Etiquettes:** Bus, Train, Flight, Hotel Manners.

**Course Outcomes:**

Students completing this course will be able to:

1. Understand the importance of Formal grooming and dressing
2. Comprehend and articulate various communication skills appropriate for hospitality environments.
3. Learn effective interview strategies and prepare for common interview questions
4. Learn tips and tricks to give an effective Presentation.

**Suggested Readings:**

1. Agarwal, A. How to get the job you want, Published By : Vision Books, New Delhi
2. Diwan, P. and Agarwal, L.N. Business Communications' Excel Books
3. Kaul Asha, Business Communication' Prentice Hall of India, New Delhi 1999
4. Lesikar, V. & Pettit, D. 'Business Communication' Richard Irwin Inc., All India Traveller Bookseller Delhi 1996.
5. Venkata Ratanam C.S. and B.K. Srivastava, Personal management and Human Resources, Published by Tata McGraw Hill Publishing Ltd. New Delhi.

**Web Sources:**

1. <https://www.corporateclassinc.com/blog/2012/06/22/business-dress-etiquette-tips-for-the-workplace/>
2. [https://www.etiquettescholar.com/dining\\_etiquette/table\\_manners.html](https://www.etiquettescholar.com/dining_etiquette/table_manners.html)
3. <http://www.dailiedge.ie/table-manners-refresher-1534601-Jun2014/>
4. <http://www.hays.ie/career-advice/handling-an-interview-402593>
5. <https://www.skillsyouneed.com/presentation-skills.html>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 201A: FOOD PRODUCTION**

**Objective:** The course has been designed to impart advance knowledge of food production management in order to produce professional Chef.

**UNIT I**

**(8 Sessions)**

**Indenting:** Principles of Indenting for volume feeding, Portion size of various items for different types of volume feeding, Modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding.

**Planning:** Principles of planning for quantity food production with regard to, Space allocation, Equipments selection, Staffing.

**UNIT II**

**(10 Sessions)**

**Regional Indian Cuisine:** Introduction to Regional Indian Cuisine, Heritage of Indian Cuisine, Factor that effect eating habits in different part of country, Cuisine and its highlights of different states/communities to be discussed under : Geographic location, Historical background, Seasonal availability, Special equipments, Staple diets, Specialty cuisine for festivals and special occasions.

**UNIT III**

**(10 Sessions)**

**Larder:** Introduction and importance in hotel kitchens. Equipments.**Fish:** Introduction, Types, Selection criterion, Nutritional value, and Cuts.**Poultry:** Introduction, Types, Selection criterion, Nutritional value, and Cuts.

**UNIT IV**

**(12 Sessions)**

**Lamb/Mutton:** Introduction, Types, Selection criterion, Nutritional value, and Cuts.**Stock:** Introduction, Classification, and their recipes.**Soup:** Introduction, Classification, and their recipes.**Baking:** Introduction & importance of Baking Ingredients.

**Practicals:**

1. Preparation of regional cuisines: Awadh, Bengal, Gujarat, Hyderabad, Kashmiri, Maharashtra, Punjabi, Rajasthan and South India (Tamilnadu, Karnataka, Kerala).
2. Knowledge of Types, Selection criterion, Nutritional value, and Cuts of Fish, Lamb/Mutton.
3. Preparation of Stocks, Soups and Sauces.
4. F&B production terminology

**Course Outcomes:**

Students completing this course will be able to:

1. Identify different types of equipments and their safety operating procedures and also to know the uses in the quantity kitchen.
2. Familiarize with various cooking methods (Stocks, soups, sauces) with regard to taste and texture and preparations.
3. Understand and apply professionalism and basic knowledge of Indian cookery
4. Define Indian regional cuisine and basic baking methods
5. Understand the basic concepts of indenting and its application in commercial kitchen.

**Suggested Readings:**

1. Arora K. Theory of Cookery; Frank Bros & Co.
2. Kinton, R. & Cessarani V. Practical Cookery: Hodder Arnold H&S
3. Practical Professional Cookery: Kauffman & Cracknell.
4. Thangam E. Philip Modern Cookery for Teaching and the Trade Vol. I & Vol. II – Orient Longman, Mumbai

**Web Sources:**

1. <https://www.slideshare.net/Senthil13k/indenting-53867828>
2. <https://hmhelp.in/blog/indenting-in-quantity-food-kitchen/>
3. <https://hmhub.me/regional-indian-cuisine/>
4. <https://hmhub.me/classification-of-soup-with-examples/>
5. <https://ueat.utoronto.ca/baking-ingredients-function/>

**Note:** Latest editions of all the suggested readings must be used.

# Diploma in Hotel Management

## DHM 201B: FRONT OFFICE OPERATIONS

**Objective:** To impart a thorough understanding of sales techniques, to deal with various situations at the front desk daily, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the supervisor in the efficient running of the Front Office.

### UNIT I

(10 Sessions)

**Guest Security:** Introduction and importance, handling emergency situations, Key control.

**Bell Desk and concierge:** Functions; luggage, paging, message and left luggage handling procedure.

### UNIT II

(10 Sessions)

**Night Auditing:** Introduction, Objectives and job description of Night Auditor, Night Audit process, preparing night audit reports.

### UNIT III

(8 Sessions)

**Yield Management:** Objective and benefits, Tools and strategies, Formulas for measuring yield.

### UNIT IV

(12 Sessions)

**Ownership Structure of Hotels:** Introduction, Concept, Types, their features advantages and disadvantages, Management Contract, Chains & Franchise/ Affiliated, Time Share, Computers in Hotel and Knowledge of Property Management Systems as required by Hotels.

#### Practicals:

1. Basic Practical like Receiving a Call, Guest Handling, Luggage Handling etc.
2. Yield management calculations. Preparing statistical data based on actual calculations.
3. Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet.
4. Preparation of sales letters, brochure, tariff cards and other sales documents.
5. Computer proficiency in all hotel computer applications - actual computer lab hours.

#### Course Outcomes:

Students completing this course will be able to:

1. Learn and handle emergency situations in a hotel.
2. Understand the concept of night auditor.
3. Learn the meaning of yield management and various methods for measuring yield

#### Suggested Readings:

1. Andrews, S. 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Colin Dix & Chirs Baird, Front office operations , Longman
3. James B. Bardi, Hotel Front Office Management Wiley India Pvt Ltd
4. Kasavana, L. & Brooks, M. Managing front office operations, Educational Institute of the American Hotel & Motel Association
5. Raymond S. Schmidgall., Managerial accounting and hospitality accounting, Wiley.

#### Web Sources:

1. <https://www.ihmnotessite.net/3-front-office>
2. <https://ihmstudymaterial.blogspot.com/p/3rd-semester-front-office-notes-1.html>
3. <https://www.scribd.com/doc/275846358/Front-Office-1st-Sem-Notes>
4. <https://www.msihmctrs.in/bhmct.pdf>

**Note: Latest editions of all the suggested readings must be used.**



**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 202A: FOODS & BEVERAGE SERVICES**

**Objective:** The course structure has been designed to develop the insight of the students on bar and bar related operations and elaborate knowledge of Wines, cocktails & mock tails, Banqueting procedure have been detailed for the knowledge of students.

**UNIT I**

**(10 Sessions)**

**Menu:** Introduction, Importance, and Types (detailed description of each type): A la Carte & TDH, Factors affecting menu item selection. French Classical Menu. **Non-Alcoholic Beverages:** Classification & Services, Storage.

**UNIT II**

**(10 Sessions)**

**Breakfast Service:** Introduction, types, features, table layouts and service, KOT.

**Room Service:** Introduction, Organisation, Cycle, Equipments, Types, Menu and various forms.

**UNIT III**

**(10 Sessions)**

**Bar:** Introduction, Importance, and Types, Organisation structure, Layout, Equipments used and BOT & Bar menus.

**Alcoholic Beverages:** Wine, Beer - Introduction, types, production process, storage and its service, Major Indian and International Brands., Wine glasses and equipment, Storage and service of wine.

**UNIT IV**

**(10 Sessions)**

**Spirits:** Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs.

**Tobacco:** Types, Production, Brands & Service - Indian and International.

**Practicals:**

1. Various Menu services, their table layouts and service sequences for: A La Carte and TDH, Room Service and Breakfast.
2. Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc).
3. Laying a room service tray for bed tea and breakfast (Continental & English).
4. Trolley Tray Breakfast set up and service for rooms.
5. Service of Alcoholic Beverages: Wines, Spirits. Service of Cigars & cigarettes.
6. Opening & closing of wines corks ( Champagne, Red & White wines )
7. Bar setup and operations
8. Cocktail, Mocktail Preparation, presentation and service

**Course Outcomes:**

Students completing this course will be able to:

1. Understand the different types of menus.
2. Differentiate between Non-alcoholic & Alcoholic beverage.
3. Know the different types of services.
4. Know the history & uses of Tobacco for Cigarette, Cigars.

**Suggested Readings:**

1. Andrews S. Food & Beverage Service Training Manual; Tata McGraw Hill.
2. Brown, G. The Waiter Handbook, Publisher: Global Books & Subscription Services New Delhi.
3. Andrews S. Food & Beverage Service Training Manual - Tata McGraw Hill.
4. Lillicrap D. Cousins J. & Smith R. Food & Beverage Service, Hodder Education

**Web Sources:**

1. <http://rkiftmu.blogspot.com/2017/09/course-bhmct-subject-food.html>
2. <http://ritzrockers.blogspot.com/2014/02/menu-menu-planning.html>
3. <https://ihmkolkatafoodandbeveragenotes.blogspot.com/2017/07/menu.html>
4. <http://bikal-bhmnotes.blogspot.com/2011/01/unit-iii-room-service.html>
5. <https://www.bngkolkata.com/room-service-standards/>
6. <https://www.ihmnotessite.net/3-food-beverage-service>
7. <https://ihmkolkatafoodandbeveragenotes.blogspot.com/2019/03/tobacco.html>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 202B: ACCOMMODATION OPERATIONS**

**Objective:** This paper has been planned to familiarize the incumbent budding professionals with the routine operation of the Housekeeping department as well as providing an insight into significant areas of housekeeping like interior design, furniture arrangement, and horticulture, alongside the key 'guest room' perspectives.

**UNIT I**

**(10 Sessions)**

**Cleaning of Public Areas:** Cleaning process, Cleaning and upkeep of Public areas.

**Cleaning of Guest Rooms:** Daily cleaning, Weekly cleaning/spring cleaning, Evening service, Forms and Formats, Guest room cleaning - Replenishment of Guest supplies and amenities.

**UNIT II**

**(10 Sessions)**

**Housekeeping Supervision:** Importance of inspection, Check-list for inspection, typical areas usually neglected where special attention is required, and Self-supervision techniques for cleaning staff.

**Linen/Uniform Tailor Room:** Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Discard Management, Linen Inventory system.

**UNIT III**

**(10 Sessions)**

**Interior Decoration:** Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture.

**Colors:** Color Wheel, Classification of colors, Color Schemes. Lighting: Applications. Furniture Arrangements: Principles, Types of joints, Selection.

**UNIT IV**

**(10 Sessions)**

**Floor & Wall Covering:** Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings.

**Accessories:** Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative. Flower Arrangement: Concept & Importance, Types & Shapes, Principles.

**Practicals:**

1. Layout of linen room and uniform room.
2. Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, cloak rooms, corridor, offices, Back areas).
3. Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
4. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
5. Flower arrangements, Special Decorations.
6. How to do a guest room inspection: Use of check list, making a maintenance order Follow up with control Desk.

**Course Outcomes:**

Students completing this course will be able to:

1. Prepare various types of flower arrangement and their placements.
2. Perform and apply different techniques of cleaning, use housekeeping equipment in different areas of hotel.
3. Distinguish use of cleaning agents on different surfaces like metal, glass, floor and wood.
4. Handle the challenges associated with the housekeeping department efficiently
5. Describe the key issues of housekeeping and maintenance management of linen and laundry

**Suggested Readings:**

1. Andrews S. Hotel Housekeeping Manual, Tata McGraw Hill.
2. Allen, D. Accommodation and Cleaning Services, Vol. I & Vol. II, Nelson Thornes Ltd
3. Raghubalan, G. Hotel Housekeeping Operations & Management –Oxford University Press.
4. Allen, D. Accommodation & Cleaning Services, Vol. I & II, Hutchinson.
5. Margaret M. Kappa & Nitschke, A. Managing Housekeeping Operations –, Educational Inst of the Amer Hotel

**Web Sources:**

1. <https://www.dbrau.org.in/...19/.../Hotel%20Management%20-%20IV%20semester.pdf>
2. [https://www.academia.edu/1408229/Hotel\\_management\\_and\\_operations](https://www.academia.edu/1408229/Hotel_management_and_operations)
3. <https://www.bhg.com>Laundry&Linens>StainRemoval>
4. [en.wikipedia.org/wiki/Hotel\\_design](en.wikipedia.org/wiki/Hotel_design)
5. [www.hoteldesigns.net](http://www.hoteldesigns.net)
6. <https://www.bngkolkata.com/public-area-cleaning/>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Bachelor of Hotel Management & Catering Technology**

**DHM 203A: BAKERY AND CONFECTIONERY**

**Objective:** The objective of this course is to provide theoretical and practical foundation in Baking practices. It includes Selection of ingredients, proper mixing and Baking techniques involved in preparation of Breads, Cakes, Flour Pastry, Cookies and Icing.

**UNIT I**

**(12 Sessions)**

**Introduction to Bakery & Confectionery:** Definition, Principles of Baking, Bakery Equipment (Small, Large, Tools etc.), Formulas & Measurements, Physical & Chemical changes during baking. **Characteristics & Functions of Ingredients used in Making of Bread, Cake and Flour Pastry:** Flour, Shortening agents, Sweetening agents, Raising agents, Dairy products, Eggs, Sundry materials - Setting Agents, Chocolate, Cocoa Powder, Fruits & Nuts, Salt Spices Flavourings, Extracts, Emulsions & Alcohol

**UNIT II**

**(10 Sessions)**

**Yeast Dough's (Fermented Goods):** Types – (Rich / Lean), Stages / Steps in Bread Making, Methods of Bread Making, Bread Disease, Bread Improvers.

**Cake Making:** Factors to be considered while cake making, Method of Cake Making (Sugar batter, Flour batter, Foaming, Boiled, All in one, Blending), Scaling, Panning, Baking and Cooling, Faults & Remedies.

**UNIT III**

**(10 Sessions)**

**Flour Pastries:** Introduction & Classification with examples, Recipes, Methods of Preparation, Do's and Don'ts while preparing Pastry.

**Cookies:** Definition & Introduction, Characteristics and their Causes, Mixing Methods, Types of Cookies (Piped / Bagged, Dropped, Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet and Stencil), Panning, Baking & Cooling, Cookie Improvers.

**UNIT IV**

**(08 Sessions)**

**Icings:** Introduction to Icings, Definition & Uses, Classification (Flat & Fluffy), Ingredients used in preparation of Icings.

**Practicals:**

1. **Breads:** (Bread Rolls- Garlic / Herb, French Bread, Sweet Dough, Brown Bread, Milk Bun, Pizza, LadiPav, Bread Sticks).
2. **Cakes:** (Vanilla Muffins, Chocolate Layer Cake, Orange Muffins, Banana Bread, Eggless Cake, Mawa Cake, Carrot Cake, Pineapple Upside Down Cake, Dry Fruit Cake, Doughnut).
3. **Icings and Decorations techniques:** (Glaze Icing, Feather Icing, Butter Cream, Royal Icing, Sugar Paste, Pastillage, Fresh Cream).
4. **Flour Pastry Products and its variations:** (Tarts- Fresh Fruit / Choc, Profite Rolls, Meat Pie, Vol Au Vent, Eclairs, Pinwheel, Palmiers, Khari, Cream Rolls, Veg Puffs).
5. **Cookies:** (Butter Buttons, Melting Moments, Ginger Cookies, Macaroons, Choco Chips, Biscotti, Pinwheel, Nan Khatai, Jeera Cookies, Brownie).

**Course Outcomes:**

Students completing this course will be able to:

1. Define the Bakery & Confectionery.
2. Identify the ingredients which are used in Bakery.
3. Know the decoration & garnishing techniques.
4. Explain the different types of recipe step by step.

**Suggested Readings:**

1. Gisslen, W. Professional Baking-, John Wiley & Sons
2. Gisslen, W. Professional Cooking – John Wiley & Sons
3. Eugene T. The Wilton Ways of Cake Decorations - Hamlyn Publishing
4. Dubey, S.C. Basic Baking –Society of Indian Bakers, New Delhi
5. Yogambal, A.K. Theory of Bakery and Confectionery, Prentice Hall India Learning

**Web Sources:**

1. <http://ihmnote.blogspot.com/2016/04/introduction-to-bakery-confectionery.html>
2. <http://www.four-h.purdue.edu/foods/Yeast%20dough%20frame1.htm>
3. <http://ihmnotesbyabhinav.blogspot.com/2013/12/pastry-flour-simple-breads-2nd-sem.html>
4. <http://penyrheol-comp.net/technology/wp-content/uploads/sites/2/2014/06/Cake-Making-Methods.pdf>
5. <https://www.craftybaking.com/learn/baked-goods/cakes>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Bachelor of Hotel Management & Catering Technology**

**DHM 203B: LAUNDRY MANAGEMENT**

**Objective:** The basic objective of this course is to make the students understand the Concept and Importance of Laundry Management in a Star category Hotel, the process of Handling Guest Laundry and familiarizing them with tools and equipment used in Laundry Operations and perform basic task Laundry.

**UNIT I**

**(10 Sessions)**

**Managing Laundry Operations:** Concept of laundry operations, the process, laundry cycle, tools & Equipments used, Chemicals used, dos & don'ts. On premises laundry and off premises laundry. Briefing, de briefing and planning day schedules. Records and formats used. Pricing. Legal issues in operations.

**UNIT II**

**(12 Sessions)**

**Handling Guest Laundry:** Valet service, Procedure of collecting, Marking, supplies used for packaging laundry, Methods of processing, wash and care instructions, delivering guest laundry, various types of laundry services available in the hotel, methods of bill settlement, handling procedure of defected laundry, guest communication and interaction.

**UNIT III**

**(10 Sessions)**

**Dry Cleaning Management:** Fuel used and make of machinery, Dry cleaning cycle, Distillation process of chemical used, Importance of dry cleaning, ironing process, folding patterns, mending and repairs, handling damage and colour bleeding.

**UNIT IV**

**(08 Sessions)**

**Stain Treatment:** Types of stain, Stain removal kit, Stain treatment unit/ machine in laundry, Spotting, principles of stain removal, treatment of common stain found in hotel like Curry, Blood, Coffee and Grease.

**Practicals:**

1. Collecting samples of fabrics and identify the weaves.
2. Linen Inventory
3. Practicing entire process of Discard management using forms and formats
4. Practicing needlework like darning, basting, hand stitching.
5. Stain removal of the common stains found in room and restaurant linen
6. Public area cleaning

**Course Outcomes:**

Students completing this course will be able to:

1. Explain the Process of laundry operations and be able to use the basic tools and equipments.
2. Understand the duties of Valet and perform its duties.
3. Understand the process of collecting, handling and delivering Laundry and perform the related task. Understand the Dry-cleaning process and perform the related tasks including stain removal
4. Should be able to explain the recent trends in field of Laundry Operations.

**Suggested Readings:**

1. Roy, C. Wood, Hotel Accommodation Management -Routledge Hospitality Essentials Series.
2. Shriker, G. Hotel Housekeeping Management Book, Shroff Publishers & Distributors Pvt Ltd
3. Smritee, G. Raghubalan, Hotel Housekeeping: Operations and Management, OUP India

**Web Sources:**

1. [http://epgp.inflibnet.ac.in/epgpdata/uploads/epgp\\_content/S000827HE/P001226/M011993/ET/146251629724et.pdf](http://epgp.inflibnet.ac.in/epgpdata/uploads/epgp_content/S000827HE/P001226/M011993/ET/146251629724et.pdf)
2. <https://hmhub.me/guest-laundry-valet-service/>
3. <https://www.presswala.co.in/blog/five-steps-of-the-process-of-dry-cleaning.html>
4. <https://www.bngkolkata.com/stain-and-stain-removal/>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 204A: BASIC NUTRITION AND FOOD SAFETY**

**Objective:** The course is aimed at familiarizing the students with macro nutrients, contaminated food, causes of contamination and sanitary techniques to develop ethics towards maintaining basic nutrition and food safety in the hotel.

**UNIT I**

**(10 Sessions)**

**Basic Aspects:** Definition of the terms Health, Nutrition and Nutrients. Importance of Good – (Physiological, Psychological and Social function of Food) in maintaining good health. Classification of nutrients.

**Macro Nutrients:** Carbohydrates, Lipids, Proteins, Classification (mono, di and polysaccharides), Dietary Sources and Function.

**UNIT II**

**(10 Sessions)**

**Macro Nutrients:** Vitamins, Minerals, **WATER**- Definition and Classification, Food Sources, function and significance.

**Balanced Diet:** Definition, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state.

**UNIT III**

**(10 Sessions)**

**Food Safety:** Basic introduction to food safety, Food hazards, risks, and Food Hygiene.

**Micro- organisms in Food:** General characteristic of Micro- Organisms based on their occurrence and structure. Factors affecting their growth in food (intrinsic and extrinsic), Common food borne micro-organisms.

**Food Spoilage and Food Preservation:** Types and causes of spoilage. Source of Contamination. Basic principles of food preservations.

**UNIT IV**

**(10 Sessions)**

**Beneficial Role of Micro-organisms:** Fermentation and role of lactic and bacteria, Fermentation in foods (Dairy foods, Vegetables, Indian foods Bakery products and Alcoholic beverages), Miscellaneous (Vinegar and antibiotic).

**Food Borne Diseases:** Types (infections and intoxications), Common diseases caused by food borne pathogens. Preventive measures.

**Course Outcome:**

Students completing this course will be able to

1. Understand the various aspects of health and well being
2. Understand the functions and sources of nutrients their role in a good health.
3. Identify what foods are good sources for what nutrients.
4. Know processing, preservation and storage of different food.
5. Understand how microorganisms play significant role both in formation and destruction of food.
6. Gain knowledge about various food and water borne diseases, and their prevention.

**Suggested Readings:**

1. Bedi Y.P. Handbook of Hygiene and Public Health- sole distributors: A. Ram, Delhi .
2. Marwaha, K. Food Hygiene- Gene-Tech Books
3. McSwane, D. The Essentials of Food Safety and Sanitation-, Pearson.
4. Roday, R. Food Science and Nutrition, Oxford University Press
5. Richard A. Sprenger, The Food Hygiene Handbook, Publishers: High Field Publications.

**Web Sources:**

1. <https://www.who.int/about/who-we-are/frequently-asked-questions>
2. <https://www.helpguide.org/harvard/vitamins-and-minerals.htm>
3. <https://apps.who.int/iris/bitstream/handle/10665/42716/9241546123.pdf>
4. [https://sightandlife.org/wp-content/uploads/2017/03/SAL\\_MVLex\\_web.pdf](https://sightandlife.org/wp-content/uploads/2017/03/SAL_MVLex_web.pdf)
5. [https://www.researchgate.net/publication/335796466\\_ROLE\\_OF\\_MACRONUTRIENT\\_IN\\_HEALTH](https://www.researchgate.net/publication/335796466_ROLE_OF_MACRONUTRIENT_IN_HEALTH)
6. <http://www.emro.who.int/health-topics/macronutrients/index.html>
7. <http://www.fda.gov/files/food/published/Most-Common-Foodborne-Illnesses-%28PDF%29.pdf>

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Diploma in Hotel Management**

**DHM 204B: ACCOUNTS AND COSTING FOR HOSPITALITY**

**Objective:** This paper endeavors to acquaint the students with accounting principles and basic accounting procedures and formats so that they could effectively understand hotel accounting in the subsequent semesters.

**UNIT I** **(8 Sessions)**

**Accounting Theory:** Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles - Concepts and Conventions.

**UNIT II** **(10 Sessions)**

**Account Records:** Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books - Cash, Sales & Purchase books, Bank Reconciliation statement.

**UNIT III** **(10 Sessions)**

**Financial Statements:** Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.

**UNIT IV** **(12 Sessions)**

**Depreciation Reserves and Provisions:** Meaning, basic Methods, Computer Applications - Preparation of Records and Financial Statements.

**Course Outcomes:**

Students completing this course will be able to:

1. Understand the principles and practices of accounting;
2. Understand the generally accepted accounting principles
3. Distinguish between book keeping and accounting;
4. Get thorough knowledge of subsidiary books and primary books of accounts;
5. Understand the accounting treatment of Depreciation.

**Suggested Readings:**

1. Dr. Negi. Jag Mohan, Elements of Hotel Accountancy, H.K.S. Books International.
2. Grawal, T.S. 'Double Entry Book Keeping', Sultan Chand & Sons New Delhi
3. Gupta, R.L. & Radhaswamy, M. 'Advanced Accountancy' Sultan Chand & Sons
4. Kotas. Richard, Book keeping in the Hotel & Catering Industry – Cengage Learning EMEA

**Web Sources:**

1. [www.cga.nic.in](http://www.cga.nic.in)
2. [dea.gov.in/budgetdivision/indian-government-accounting-standards](http://dea.gov.in/budgetdivision/indian-government-accounting-standards)
3. [www.icaai.org.in](http://www.icaai.org.in)
4. [www.indiaccounting.com](http://www.indiaccounting.com)

**Note: Latest editions of all the suggested readings must be used.**

**IFTM University, Moradabad**  
**Bachelor of Hotel Management & Catering Technology**

**DHM 205A: MEETINGS, INCENTIVE, CONVENTIONS AND EVENTS/ EXHIBITIONS (MICE)**

**Objective:** This course gives students an overview of the MICE (Meetings, Incentive, Conventions and Events/Exhibitions) sector of the tourism industry. Students will also enhance managerial and operational skills for organizing Meetings, Incentive, Conventions and Events / Exhibitions.

**UNIT I**

**(08 Sessions)**

**MICE:** Introduction to MICE Industry, Basic terms and concepts in MICE, Definitions of different types of meeting, Product knowledge of MICE

**Infrastructure for MICE:** Components of MICE, Planning for MICE (Venues, Transport, Accommodation and other support services).

**UNIT II**

**(12 Sessions)**

**Conventions and Conferences:** Significance of convention Business, Site selection: Selecting the right convention center, Organizing a conference; Registration, Seating Arrangements, Documentation, Interpreting press relation, Computer Graphics, Teleconferencing, Recording and Publishing Proceedings, Interpretation and language. Convention Centre; Convention Centre Locations, Types of Convention Centers and Facilities

**UNIT III**

**(10 Sessions)**

**Meeting Planners:** Types of Meeting Planners, Responsibilities of Meeting planners and Technological requirements for Meetings.

**Trade Fair & Exhibitions:** Meaning of Trade fairs, Exhibitions & Expositions, Purpose of Trade Shows, Fairs and need for client identification

**UNIT IV**

**(10 Sessions)**

**Incentive Travel:** Definition, Reasons for Incentive Travel, Client profile, Selling Incentive Travel

**Budgeting of MICE:** Use of budget preparation, Estimating, Fixed and variable costs, Cashflow, Sponsorship and subsidies

**Course Outcomes:**

At the end of the course the students would be able to:

1. Explain components of MICE
2. Select the right convention center
3. Plan different types of meetings
4. Calculate budget for MICE
5. Discuss incentive travel

**Suggested Readings:**

1. F Coleman, Lee & Frankle (1991), Powerhouse Conferences. Educational Institute of AH & MA.
2. George G Fenich, Meetings, Expositions, Events and Conventions- An introduction to the industry. (2008), Pearson Education New Delhi-17
3. Hoyle, Dorf & Jones (1995), Meaning conventions & Group business. Educational Institute of AH & MA
4. Roday, S. Joshi Archana Biwal Vandana, Tourism Operations and Management (2009), Oxford University Press, New Delhi

**Web Sources:**

1. <http://egyankosh.ac.in/bitstream/123456789/11648/1>
2. [https://sustain.pata.org/wp-content/uploads/2015/02/Crouch33011\\_ConventionSites.pdf](https://sustain.pata.org/wp-content/uploads/2015/02/Crouch33011_ConventionSites.pdf)
3. [https://www.cukashmir.ac.in/departmentsdocs\\_22/E-Module-II\\_MTTM\\_C-404.pdf](https://www.cukashmir.ac.in/departmentsdocs_22/E-Module-II_MTTM_C-404.pdf)
4. <https://aissmschmct.in/wp-content/uploads/2020/08/BHMCT-Sem-VII-MICE-SE-704-Chapter-5.pdf>
5. <http://egyankosh.ac.in/bitstream/123456789/11657/1/Unit-2.pdf>

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**DHM 205B: ENTREPRENEURSHIP DEVELOPMENT**

**Objective:** This module would enable the students to understand the traits and tricks of Entrepreneurship Development and in the process, assess, develop and refine their potential to this effect.

**UNIT I** **(10 Sessions)**  
Entrepreneurship: Definitions, characteristics of Entrepreneurial types, and significance, Qualities and functions of entrepreneurs, Role and importance of entrepreneur in economic growth.

**UNIT II** **(8 Sessions)**  
**Competing theories of entrepreneurship:** Entrepreneurial development programme in India.

**UNIT III** **(12 Sessions)**  
**Entrepreneurial Behaviour:** Entrepreneurial Motivation, N- Achievement and Management Success. Innovation and Entrepreneur, Establishing Entrepreneurs System, Search for Business Idea, Sources of idea, Idea Processing, Input requirements.

**UNIT IV** **(10 Sessions)**  
**Sources & criteria for financing:** Fixed and Working Capital assessment, Technical Assistance, Marketing Assessment, Preparation of Feasibility Reports and Legal Formalities & Documentation.

**Course Outcomes:**

Students completing this course will be able to:

1. Understand the insight on key aspects and challenges of being an entrepreneur
2. Gain knowledge of systems and techniques to manage and strategically position ventures in the national and international context.
3. Understand the different life phases in a business start-up and its problems /opportunities. Create solutions and develop action plans for this standard problems /opportunities.
4. Understand the key management issues that entrepreneurs face in general and women entrepreneurs in particular
5. Understand the skills and the intricacies involved in starting an entrepreneurial venture.

**Suggested Readings:**

1. Koontz, H. & Weirich, H. Essential of Management – McGraw Hill Education
2. Koontz H. & Cyril O' Donnell, Essentials of Management – McGraw Hill Higher Education
3. Koontz, H. Management Theory Jungle – Academy of Management Journal

**Web Sources:**

1. <https://www.notesmate.in/channel/detail/2/entrepreneurship-development-notes.html>
2. <https://www.scribd.com> > Documents > Personal Growth > Psychology
3. [www.simplynotes.in/e-notes/mbabba/entrepreneurship-development/](http://www.simplynotes.in/e-notes/mbabba/entrepreneurship-development/)

**Note: Latest editions of all the suggested readings must be used.**