



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  
[III SEMESTER]**

**[FOR ACADEMIC SESSION 2021-22]**

**IFTM UNIVERSITY**

**N.H.-24, Lodhipur Rajput, Delhi Road, Moradabad, Uttar Pradesh-244001**  
**[www.iftmuniversity.ac.in](http://www.iftmuniversity.ac.in)**



आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश  
**IFTM University, Moradabad, Uttar Pradesh**  
**NAAC ACCREDITED**

**SCHOOL OF BUSINESS MANAGEMENT**  
**DEPARTMENT OF HOTEL MANAGEMENT & CATERING TECHNOLOGY**

**Study & Evaluation Scheme Of**  
**Diploma in Hotel Management (DHM)**  
**[III Semester]**  
**[for Academic Session 2021-22]**

**Summary**

<b><i>Programme:</i></b>	<b><i>Diploma in Hotel Management (DHM)</i></b>
<b><i>Course Level:</i></b>	<b><i>Diploma</i></b>
<b><i>Duration:</i></b>	<b><i>18 months (Three semesters) Full time</i></b>
<b><i>Medium of Instruction:</i></b>	<b><i>English</i></b>
<b><i>Minimum Required Attendance:</i></b>	<b><i>75%</i></b>
<b><i>Maximum Credits:</i></b>	<b><i>104</i></b>

**Programme Outcomes (POs):**

Students completing this programme will be able to:

- Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.
- Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.
- Analyses situation, identifies problems, formulates solutions and implements 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 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 same way and industry will become 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 is going to be 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 giving a program which has a curriculum aimed at developing the conceptual skills of the students.

India's hotel industry can be compared with 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 type of establishment 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.

## Study and Evaluation Scheme

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

#### Semester III

Sr. No.	Subject Code	Subject	Credit	Evaluation Scheme		Total
				Internal	External	
1	DHM301P	Training Report Evaluation and viva voce	8	60	140	200
2	DHM302P	Log Book Evaluation	8	60	140	200
3	DHM303P	Viva Voce and Presentation	8	60	140	200
<b>Total</b>			<b>24</b>	<b>180</b>	<b>420</b>	<b>600</b>

## **SEMISTER – III**

### **INDUSTRIAL TRAINING**

#### **DHM 301P: Training Report Evaluation and Viva-voce**

The Student shall have to undergo a Twenty-Two weeks extensive on the job training in a leading hotel/resort property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect, will rest on the student. The student will have to submit a comprehensive training report in the Department, duly certified by the competent authority of the training Hotel. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. Last date for submission of the report shall be notified by the Department and will usually be atleast 15 days prior to the commencement of the end semester examinations.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

#### **DHM 302P: Log Book**

While on the training, the students shall have to maintain a Log Book in the format prescribed by the Department. The Log Book, to be submitted along with the training report, will be evaluated by the panel of experts (One internal and one external).

#### **DHM 303P: Viva Voce and Presentation**

Student shall appear for viva in presence of One External and One Internal examiner. He / She shall also make a PowerPoint presentation of the training experience. The power point is to be submitted to the respective faculty incharge in soft copy.