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# Undergraduate Programme

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Diploma in Hospitality  
Management (Dip.HM)

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Department of Tourism,  
Hotel, Hospitality and  
Heritage Studies

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**Jamia Millia Islamia,  
New Delhi**

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This document outlines the details of the DHM programme offered by Department of Tourism, Hotel, Hospitality and Heritage Studies of Jamia Millia Islamia. This document is an effort to outline the process for the convenience of aspirants. However, in case of a doubt/dispute the relevant Ordinances and Regulations of the University shall prevail.

## EXIT LEVEL OUTCOMES

- Diploma in Hospitality Management is one-year intensive programme which exposes the student to the diversity of hospitality industry and enrich them with intellectual & leadership capabilities.
- The program is blended with value education inputs and emphasis on holistic development of the students.
- The course study enables the candidate to gain adequate managerial and hospitality skills to meet the ever-growing demands of the hotel industry.
- The course will train the students to move into diverse managerial roles in prestigious national & international hospitality organisations.
- The programme will provide students with an in depth understanding of the operational aspects and knowledge of the underlying principles of the hospitality industry.
- The course will prepare Diploma's holder for starting their careers in hospitality sectors such as Hotels, Resorts, Cruise Liners, Restaurant and Catering Organisations.
- The course offers adequate entrepreneurial flair and commercial insight in candidates to start up their own ventures.

There are innumerable openings in hotel management career. Some of the career options are found in the following areas:

- Hotel and Allied Industry
- Hospitality Executives
- Front Office / Food and Beverage Management
- House and Institutional Catering Supervisors/Assistants
- Cabin Crew in National and International Airlines
- Catering Officers in Cruise lines/Ships
- Marketing/Sales Executives in Hotel/Multinational Companies
- Customer Service Executives in Banking /Insurance and other Service Sectors
- Managers/Supervisors in Tourism Development Corporations
- Entrepreneurship opportunities

The programme therefore envisages delivering a set of knowledge, skill, attitudes and values. An illustrative list is as follows:

<b>Knowledge</b>	Knowledge of Basic Principles of cooking Knowledge of Food & Beverage Service styles Knowledge of Taking Room Reservations Knowledge of Property Management System Software Understanding the Significance of Food and Nutrients in the Food Knowledge of Guest retention and recovery Knowledge of Order Taking & In Room Dining Process Knowledge of Standard Operating Procedures Knowledge of Standard recipes of Indian and Foreign Cuisines
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**Skills**

**Soft skills**

Interpersonal skills  
 Handling Guests  
 Meet and greet  
 Handling groups  
 Handling grievances and complaints  
 Team working  
 Language skills- Writing Presentation skills

**Technical skills**

Cooking Skills  
 Office filing and documentation  
 Dinning & Food Service skills  
 Organizing events and conferences  
 Technical writing- reports  
 Basic accounting  
 Software Skills (Fidelio / Opera / Micros / GDS )  
 Bar Tending Skills  
 Flower arrangement & Aesthetic Skills

**Attitudes**

Customer Relationship Management  
 Service attitude  
 Entrepreneurial  
 Complaint Handling

**Values**

Integrity, Diplomacy, Empathy, Anticipation of Guest Need, Patience, Courteous.

Nomenclature	<b>DIPLOMA IN HOSPITALITY MANAGEMENT</b>
Department	Department of Tourism, Hotel, Hospitality and Heritage Studies
Faculty	Faculty of Humanities and Languages
Type	Undergraduate programme
Level	Level 5
Duration	One-year, Annual programme
Evaluation	Annual
Credits	30 credits
Intake	60
Fees	Rs. 66,950/-
Background	Hospitality industry is growing at a fast pace. Industry is a varied industry ranging from 5-star hotels to service providers in the unorganized sector. Government has estimated a skill gap of 81 lakhs trained manpower. This course is a step towards training youth for skills that will allow them an opportunity to work for the hospitality sector in general and hotels and restaurants in particular.
Eligibility	At least 45% in XII class
Admission	Based on admission test conducted by University
Requirements	Desirable that the students seeking admission have good communication skills and some degree of comfort with using computers.

### **PEDAGOGY**

Looking to the long-standing demand of the corporate for industry-ready human power, the Jamia's DHM programme is envisaged to use Activity Based Learning (ABL) with a large industrial exposure and training component. The pedagogy prefers active learning (rather than passive learning) through projects, case discussions, role-plays, student-led events, and extensive co-curricular events. Department will try to create as many as possible opportunities to allow learners an exposure to real-time events. Invited lectures by practitioners and entrepreneurs will be organized regularly.

## **Diploma in Hospitality Management**

<b>Code</b>	<b>Subjects</b>	<b>Credit</b>
DHM 101	Front Office	4
DHM 102	Food & Beverage Service	4
DHM 103	Accommodation Operations	6
DHM 104	Food Production	6
DHM 105	Personality Development	2
DHM 106	Industrial Training	8
	<b>TOTAL</b>	<b>30</b>

The classroom teaching/ practical training will be for around six months followed by 8 to 10 weeks of industrial training.

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## Diploma in Hospitality Management

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<b>DHM 101 / ANNUAL</b>	<b>FRONT OFFICE</b>
<b>4 CREDITS</b>	DIPLOMA COURSE

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### Description of the course

The Student will be aware / learn about Tourism, Hospitality and Hotel Industry, Basic Foundation of the Front Office Department, Front Office Terminology and their Important Sub-Departments and Important Front and Back Areas of the Hotel.

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### Learning outcomes

1. Origin and Growth of the Hospitality Industry in World and in India.
  2. Meaning, Important, Objectives and Functions of the Front Office in the Hotel.
  3. Qualities and Attributes of the Front Office Personnel and their Duties and Responsibilities.
  4. Types of Equipment, Rooms and Rates used in Front Office Department.
  5. Classification of Hotels on Different Basis and Others Accommodation.
  6. Important Terminology of the Front Office
  7. Meaning, Important, Types, Tools and Function of the Registration Section.
  8. Meaning, Important, Types, Function and Channels/Sources of Reservation
  9. Processing of Individual and Group reservation
  10. Amendments, Cancellation and Overbooking Performed by Reservation
  11. Location and Function of Telephone Exchange, Business Centre and Information Section.
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<b>Unit</b>	<p><b><i>Introduction</i></b></p> <p>Objective, History of Hotel Industry, Development and Growth of Hotel in India, Classification of Hotel, Classification according to star ranking, according to ownership and Management, according to type of plan (Tariff Pattern), According to size, According to visitors stop-over, According to its relationship with transport.</p>
<b>Unit II</b>	<p><b><i>Front Office Department: An Introduction</i></b></p> <p>Introduction, Objectives, Organization of Front office department, Guest cycle, Front office sections, Inter departmental coordination (Housekeeping department, Account, Room Service, Engineering, Stores, Sales), Front office functions, Duties and responsibilities of Front Office Staff (Front office Manager, Front Desk Agent, Reservation Agent, Concierge).</p>
<b>Unit III</b>	<p><b><i>Reservation</i></b></p> <p>Introduction, Objectives, Reservation Section, Source of Reservation, Type of reservation, Reservation Procedure, Recording Room Reservation, Over Booking, Equipment and Furniture in Front Office Department.</p>
<b>Unit IV</b>	<p><b><i>Reception</i></b></p>

Introduction, Objectives, Guest Room Tariffs and Plan (Types of Room, Types of Plan (Tariff Pattern), Basics of Charging Room Rate), Preparation of Guest arrival (Check in Procedure for FIT, Handling Chance (Walk in) Arrival at Reception, Handling Group Arrival and Reception, VIP Procedure, Expected Arrival List, Black List, Wait Listed, Method of payment, Registration of Foreigners), Guest History System, Room Assigning, Reception as Sales Department.

**Unit V      *Lobby***

Introduction, Objectives, Job Description of Bell Boys, Job Description of Bell Captain, Left Luggage Procedure, Scanty Baggage procedure, Wakeup call Procedure, Receiving and Handling Messages, Processing housekeeping discrepancy, Handling Complaints (How to Handle Complaints, Advantages Derived from Guest Complaints), Front office Procedure for Emergencies (Security System, Safety and Security Measures, Types of Security, Handling Security Threats).

***Front Office Cashier***

**Unit VI** Introduction, Objectives, Job Description of front office cashier, Hotel Credit Limit (House limit and floor limit), Guest Folio, Travellers Cheques, Posting Charges to Guest folio, Methods of Payment, Settlement through credit cards, Paid outs, Allowance, Safety Locker Management, Travel Agent Commission System, Check out and Settlement of Account.

***Night Auditing***

**Unit VII** Introduction, Objective, Duties and Responsibilities of a Night auditor, The Night Audit Process, Reports prepared during night auditing.

***Telephone Operating Procedure***

**Unit VIII** Answering Internal Phones, answering incoming call for a guest, Answering incoming call for Management, Service Standards, Incoming Call, outgoing call, Long Distance Call.

**Practical:**

- Understanding Personal Hygiene Grooming Standards
- Understanding Front Office Layout & Hierarchy of the Five Star Hotel
- Classification of Hotels and Supplementary Accommodation
- Familiarization with Equipment and Tools of the Front Office
- Do's and Don't Do by the Employees in the Front Office
- Hotel Terminology
- Registration Formats and C' Form
- Arrival and Departure Register
- Registration Procedure of Guest: Walk-in and Reserved
- Familiarization of Reservation Tools
- Receiving Reservation Requests
- Finding Room Availability on Advance Letting Chart and Update it

- Finding Room Availability on Density Control Chart and Update it
- Updating Hotel Diary and Preparation of Movement List
- Amendments, Cancellation and Overbooking Performed by Reservation
- Check List of Reception Function in Different Shifts
- Allotment of Rooms and Handling Over Keys
- Post Arrival Activities at the Reception
- Check-in Procedure for Indian, Foreigner and VIP Guests
- Groups Check – In
  - Greeting and Receiving the Guest
  - Receiving Telephone Calls for Reservation
- Shift Hand-Over Procedure
- Planning for following Days Arrivals and Departures
- Handling Various Types of Enquires and Providing Information at the Front Desk Information Section
- Message and Mail Handling Procedure
- Bell Desk Activities at the Time of (Check-in, Check-Out and Room Change)
- Electric Key Handling System
- Telephone Handling (Various Types of Inquires)
- Wake-up Calls / Paging System
- Handling Modern Communication Activities
- Foreign Currency Exchange Procedure
- Function of Night Auditor
- Safety and Security by Front Office in the Hotel
- Room Key Rack Management
- Handling Area Management and Various Types of Inquires
- Basic Training of Property Management System (Opera)
- Preparation of Bills at Front Desk
- Computerized Billing System
- Checking Out Guest and Accepting Payments
- Starting and Ending Work Shift at Front Office Staff
- Handling Situations
- Different Types of Reports in Front Office Department
- Presentation Program of Property Management System (Opera)

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**Main text**      Tewari, Jatashankar R (2017). *Hotel Front Office Operations & Management*. New Delhi: Oxford University Press

**Reference books**      Bhatnagar, S.K. (2013). *Front Office Management*. New Delhi: Frank Bros. & Co. (Publisher) Ltd.  
                                  Ghosh, Suvradeep (2005). *Hotel Front Training Manual*. New Delhi: Jindal Book Services

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**Pedagogical approach**      Lectures, Cases Studies, Class Discussions and Practical Exposure  
                                  T-P-T: 2-2-0 (One Practical Credit is equal to Two hours)

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<b>Evaluation</b>	Internal Assessment– 25 %
	External Assessment – 75%

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**Diploma in Hospitality Management**

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<b>DHM 102 / ANNUAL</b>	<b>FOOD &amp; BEVERAGE SERVICE</b>
<b>4 CREDITS</b>	DIPLOMA COURSE

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**Description of the course**

The course enables the students to have an in-depth insight of F&B Service industry. The subject focuses upon various types of operations in F&B Outlets and their distinguishing features and the basic understanding of Meals & Menu Planning, various types of F & B Service Operations in a five star hotel.

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**Learning outcomes**

Upon the successful completion of the course the students will be able to learn about different types of cutlery, crockery, glassware and heavy equipment's, table layout and learn about different types of Food Services. The students will also be equipped with the knowledge about various procedures like Order Taking, Bill methods and Room Service of the food in a five star hotel.

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**Unit I                    *The Hotel And Catering Industry***

Introduction to the Hotel Industry and Growth of the hotel industry in India; Role of Catering establishment in the tourism industry; Types of F&B Operations; Classification of Commercial, Residential /Non-residential Catering; Welfare Catering- Industrial/ Institutional/ Transport.

**Unit II                    *Departmental Organisation And Staffing***

Objectives, Organisation Chart, Duties and Responsibilities and Staff (Restaurant Manager, Head Waiter / Maître D' Hotel, Station Waiter – Chef De Rang, Junior Station Waiter – Demi Chef De Rang, Assistant Waiter – Commis De Rang, Attributes of F&B Staff, Inter Departmental Coordination.

**Unit III                    *Food and Beverage Equipments***

Introduction, Classification of equipments, Flat Ware, Glass Ware, Table Ware, Cutlery, Specialized Service Equipment's, Silver and Stainless steel cleaning method, Mise – en – place for F&B Outlets (For Restaurant, For Room Service, For Bar, For Sideboard), Table Layout.

**Unit IV                    *Menu Planning***

Aims and Objectives, Introduction, Types of Menus, Menu Planning, Point to be considered for menu planning, French Classical Menu.

**Unit V                    *F & B Terminology and Types of Service***

Objectives, F&B service Terminology, Types of Service (English Service, French service or Silver service, American Service), Simple Method of Control, Room Service, Preparing and service Buffet (clothing and dressing the buffet table, service consideration, Display and Decoration).

**Unit VI                    *Rules for Waiting at the table***

Rules for waiting at the table (Before guest arrival, At Arrival, After Guest has left), General Rules for service.

**Unit VII      *Breakfast***

Introduction, Aims and Objectives, Types of Breakfast (Continental Breakfast or cafe complete, English breakfast or full breakfast, American Breakfast, Indian Breakfast), Breakfast table setting , Breakfast cover (Full English Breakfast cover, Continental Breakfast cover), Order of Service for Breakfast.

**Unit VIII      *Beverages: Types and Service***

Introduction, Objective, Alcoholic Beverages (Beer, Whisky, Rum, Brandy, Vodka, Gin, Liqueurs, Wines, Cocktails), Non Alcoholic Beverages (Tea, Coffee).

**Practical:**

- Understanding Personal Hygiene & Food Service Hygiene
- Grooming standards required for a F&B Professional (Male/ Female)
- Understanding Food Service Outlets.
- Familiarization with Food Service equipment and tools
- Acquaintance with various Fire Safety Equipment's, Fixtures, Manuals used in hotel
- Handling Fire and Emergency Procedures
- Familiarization & Identification of Crockery, Cutlery, Hollowware, Flatware and Tableware in F&B Outlets
- Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus
- Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- Familiarisation with Food Service in Restaurants ( Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
- Table Layouts, Presenting Menus, Food Pickup Procedures, Clearance and Dishwashing Procedures.
- Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions.
- Service of non –alcoholic beverages (Tea, Coffee, Juices & Aerated drinks)
- Service of Wines (Champagne, Red & White wines)
- Service of Spirits & Liqueurs
- Cocktail & Mocktail Preparation, Presentation and Service
- Service of Cigars & Cigarettes.
- Service of Beer and Other Fermented & Brewed Beverages
- Service of Sparkling, Aromatized, Fortified, Still Wines.
- Bar setup and operations

- Booking & Organizing of banquet events
- Procedure for organizing an outdoor catering
- Briefing & De-briefing of catering staff
- Complaint Handling through Role plays

<b>Main text</b>	Singaravelavan,R.(2016). <i>Food and Beverage Service</i> . New Delhi: Oxford University Press.
<b>Reference books</b>	Dennis R.Lillicrap & John A. Cousine(2006). <i>Food and Beverage Service</i> .ELBS. Andrews,Sudhir(2013). <i>Food &amp; Beverage Service Training Manual</i> .Tata Mc Graw Hill. Dhawan,Vijay(2008).Food & Beverage Service .Frank Brothers & Company Pvt Ltd.
<b>Pedagogical approach</b>	Lectures, Cases Studies, Class Discussions and Practical Exposure T-P-T : 2-2-0 (One Practical Credit is equal to Two hours)
<b>Evaluation</b>	Internal Assessment – 25 % External Assessment – 75%

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### Diploma in Hospitality Management

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**DHM 104 / ANNUAL      FOOD PRODUCTION**

**6 CREDITS                      DIPLOMA COURSE**

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**Description of the course**

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The course enables the students to know the history of cooking and its modern developments. Further, it develops the sense of understanding about the professional requirements of kitchen personnel and the importance of hygiene and various heads of cooking like Vegetable Cookery, Meat Cookery, Poultry Cookery, Fish Cookery and Egg Cookery. The subject also highlights various practical elements like cuts of Vegetables / Meat/ Fish.

#### **Learning outcomes**

Upon the successful completion of this course the students will be able to know the insight of Kitchen organisation, duties and responsibilities of kitchen staff, workflow and kitchen equipment, basic knowledge of standard recipes of stocks, soups, sauces and salads and learn about Egg, Meat, Fish and Vegetable Cookery. Also the students will be able to explore various emerging trends in cooking and implement the same during their practical sessions.

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| <b>Unit I</b>   | <b><i>Introduction to Cookery and Kitchen staff Structure</i></b><br>Objective, Introduction, Levels of Kitchen staffing (Hierarchy), Organisational Structure of Kitchen staff, Duties and responsibilities of Kitchen staff, Attributes of Kitchen Personnel, Kitchen Hygiene, Layout of professional Kitchen, Kitchen Equipment. |
| <b>Unit II</b>  | <b><i>Aims and Objectives of Cooking</i></b><br>Objectives, Introduction, Aims and Objectives of cooking, Cooking Methods.  |
| <b>Unit III</b> | <b><i>Basic Principle of food production</i></b><br>Objective, Introduction, Vegetable, Fruit cookery, Salad, Effect of Heat on food while cooking, Stocks, Soups, Sauces.  |
| <b>Unit IV</b>  | <b><i>Egg Cookery</i></b><br>Objectives, Various uses of eggs, Cooking principle, Selection and the handling of the eggs, Various eggs preparation for breakfast, Some important recipes of egg cookery.  |
| <b>Unit V</b>   | <b><i>Meat Cookery</i></b><br>Objective, Generating Meat, The aim of cooking meats, Meat cuts.  |
| <b>Unit VI</b>  | <b><i>Fish Cookery</i></b><br>Objective, Quality of fish, Storage, Fish cuts, Method of cooking fish, Selection of shell fishes, some important recipes of fish cookery.  |
| <b>Unit VII</b> | <b><i>Poultry Cookery</i></b><br>Objective, Introduction, Sign of fresh and young chicken, Preparation of the poultry, Processing of poultry, cooking whole birds, Chicken speciality dishes.   |

## Unit VIII **Basic Indian Cookery**

Objective, Introduction, Basic Aspects of Indian cuisine, Indian cooking Equipment, Indian Cooking Techniques, Indian breakfast, Curries / Gravies, Lentils and Pulses, Rice, Shorba, Indian dessert, Beverage.

### Practical

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Kitchen Staff
- Understanding Kitchen Layouts
- Fuels( Usage & Precautions)
- Familiarization with Kitchen equipment& tools
- Kitchen First Aid
- Familiarization & Identification of commonly used ingredients in Kitchen
- Preparation of Stocks
- Preparation of Salads
- Understanding Eggs and their simple Breakfast Preparations:
  - Hard & soft boiled eggs.
  - Fried eggs.
  - Poached eggs.
  - Scrambled eggs.
  - Omelets (Plain, Spanish, Stuffed)
- Cuts of vegetables  
(Julienne,Jardiniere,Dices,Cubes,Macedoine,Paysanne ,Shredding, Mire- poix )
- Blanching of Tomatoes and Capsicum.
- Cooking vegetables: Boiling (potatoes, peas) , Frying (Aubergine, Potatoes) , Steaming (Cabbage) , Braising (Potatoes) ,Braising (Onions, cabbage)
- Cuts of meat
- Cuts of fish
- Cuts of poultry
- Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen
  - (i) Makhni Gravy
  - (ii) Green Gravy
  - (iii) White Gravy
  - (iv) Lababdar Gravy
  - (v) Kadhali Gravy
  - (vi) Achari Gravy
  - (vii) Malai Kofta Gravy
  - (viii) Yakhni Gravy

- (ix) Yellow Gravy
- (x) Korma Gravy
- Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

<b>Main text</b>	Bali, Parvinder (2014). <i>Food Production Operations</i> . Oxford University Press.
<b>Reference books</b>	Philip E. Thangam, Heinemann (2010) <i>Modern Cookery</i> . Orient Longman. Arora, K (2008). <i>Theory of Cookery</i> . Frank Brothers.
<b>Pedagogical approach</b>	Lectures, Cases Studies, Class Discussions and Practical Exposure T-P-T : 4-2-0 (One Practical Credit is equal to Two hours)
<b>Evaluation</b>	Internal Assessment – 25 % External Assessment – 75%

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### Diploma in Hospitality Management

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<b>DHM 104 / ANNUAL</b>	<b>ACCOMMODATION OPERATIONS</b>
<b>6 CREDITS</b>	<b>DIPLOMA COURSE</b>

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**Description of the course**

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The Student will get knowledge about the basic of Housekeeping and Different Equipment, Daily Task, Cleaning of the Guestroom and Public Areas, Standard Amenities Placed in the Guestroom and Supervision of the Control Desk of the Housekeeping Department.

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**Learning outcomes**

1. Meaning, Important, Objectives and Function of the Housekeeping
  2. Organization Structure and Layout of the Housekeeping Department
  3. Duties and Responsibilities of the Housekeeping Department
  4. Coordination with Housekeeping Department with Others Departments in the Hotel
  5. Qualities and Attributes of the Housekeeping Staff
  6. Different Types of Equipment used in the Housekeeping
  7. Daily work Task and Planning of the Housekeeping Operation
  8. Cleaning of the Guestroom and Public Areas
  9. Standard Amenities and Special Arrangements in the Guestroom
  10. Meaning, Important, Role and Function of Control Desk
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**Unit I      *Introduction To Housekeeping***

Introduction, Significance of Housekeeping, Sections of Housekeeping, Layout of Housekeeping department, Coordination of Housekeeping with other Department.

**Unit II      *Organisation Chart***

Function of Housekeeping, Organisational structure of Housekeeping Staff, Duties and Responsibilities of all staff.

**Unit III      *Cleaning Equipment***

Types of Equipments (Manual and Mechanical), Selection Criteria for Purchasing Mechanical Equipment, Upkeep and storage of equipments.

**Unit IV      *Cleaning Agents***

Types of Cleaning agents, Properties of Cleaning Agents, Uses of Cleaning Agents, Selection criteria of Purchasing Cleaning Agents, Precautions while using Cleaning Agents.

**Unit V      *Guest Supplies and Amenities***

Types of guest supplies, Placements of guest supplies, Special Types of Guests requests.

**Unit VI      *Housekeeping Forms and Formats***

Guest request register, Log Book, Maintenance register, Stock Inventory list, Room Occupancy list, Lost and Found Register, Room Discrepancy report, Purchase Requisition Form, Linen Control Sheet.

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**Practical:**

- Understanding Personal Hygiene, Grooming Standards of the Housekeeping
- Understanding Organisation Structure and Layout of the Housekeeping
- Familiarisation with Equipment and Tools of Housekeeping
- Simple Bed Making
- Rooms Layout and Standard Supplies (Amenities)
- Introduction, Identification, Use and Care of Hand Tools, Cleaning Equipment and Cleaning Agents
- Organizing for Completing the Assigned Task, Preparing Work Plan
- Coordinate with Hotel Purchase System for Ordering
- Basic Cleaning Procedure in Guest Room
- Cleaning of Check-out Room, Occupied Room and Vacant Room
- Evening Service / Turndown Service
- Procedure for Bed Making (Day Bed and Night Bed)
- Procedure for Cleaning Bathrooms
- Cleaning and Upkeep of Public Areas
- Supervisor and Control of Housekeeping Desk
- Preparing Guest Rooms and Checking through Check Lists
- Preparing Rooms for Special Occasions / Guests / VIP etc.
- Designing Rooms for Different Categories of Guest (Handicapped, Children and VIP etc.)
- Public Area Cleaning Programmed
  - (a) Regular (Daily)
  - (b) Periodical (Weekly)
  - (c) Special (Spring)

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**Main text**    *Raghubalan, G. (2017). Hotel Housekeeping Operations & Management. New Delhi: Oxford University Press*

**Reference books**    *Andrew, Sudhir (2013), Hotel Housekeeping. New Delhi: Tata McGraw-Hill Publishing Company Limited*  
                       *Branson, Joan & Lennox, Margaret (2013). Hotel, Hostel & Hospital Housekeeping. Britain: The Bath Press*

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**Pedagogical approach**    Lectures, Cases Studies, Class Discussions and Practical Exposure  
                                   T-P-T : 4-2-0 (One Practical Credit is equal to Two hours)

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**Evaluation**        Internal Assessment        – 25 %  
                               External Assessment        – 75%

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**Diploma in Hospitality Management**

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**DHM 105 / ANNUAL        PERSONALITY DEVELOPMENT**

**2 Credits**                      Diploma Course

**Description of the course**

The Student will be aware / learn about how to improve the Personality, Etiquettes and Manners, Interpersonal skills and Telephone Etiquettes etc.

**Learning outcomes**

Upon the successful completion of this course the students will be able to know about the over an all personality development, grooming standard and important of personality development in the hospitality industry.

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| <b>Unit I</b>    | <b>Personality Enrichment</b><br>Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening           |
| <b>Unit II</b>   | <b>Etiquettes &amp; Manners</b><br>Social & Business Dining Etiquettes, Social & Travel Etiquettes  |
| <b>Unit III</b>  | <b>Personality Development Strategies</b><br>Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business |
| <b>Unit IV</b>   | <b>Interpersonal Skills</b><br>Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place   |
| <b>Unit V</b>    | <b>Group Discussion</b><br>Team Behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression  |
| <b>Unit VI</b>   | <b>Telephone conversation</b><br>Introduction, Objectives, Job Description of front office cashier, Hotel Credit  |
| <b>Unit VII</b>  | <b>Presentation</b><br>Presentation skills, seminars skills role – play   |
| <b>Unit VIII</b> | <b>Electronic Communication Techniques</b><br>E mail, Fax, Answering Internal Phones  |

<b>Main text</b>	Sinha Ashok k (2017). <i>Dimensional Personality Development</i> . New Delhi: Galgatia Publishing Company	
<b>Reference books</b>	Chhabra, Sandhya. (2012). <i>Personality Development and Communication Skills</i> . Sunindia Thill, John. (2006). <i>Business Communication Essentials</i> . Pearson.	
<b>Pedagogical approach</b>	Lectures, Cases Studies, Class Discussions and Practical Exposure T-P-T : 1-1-0 (One Practical Credit is equal to Two hours)	
<b>Evaluation</b>	Internal Assessment	– 25 %
	External Assessment	– 75%

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### Diploma in Hospitality Management

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**DHM 106 / ANNUAL    INDUSTRIAL TRAINING**

**8 Credits**

Diploma Course

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The students of the DHM will be required to undergo 12 weeks compulsory on the Job training in the Hospitality and Tourism Industry. For this purpose the students will be placed with different hotels in for three months at the end of academic year.

After completion of the Training, the students will have to submit the Project Reports based on their work during their Internship Training. The research based Project Reports will be prepared by the students under the supervision of faculty members/Industry supervisors.

The Project Reports will be evaluated by the Industry Experts /Academicians nominated by the University from time to time. Evaluation of 100 Marks comprises of the following components:

**1) Project or Log Book Evaluation: 40 %**

**2) Presentation & Viva Voice: 60 %**