

Shri Rawatpura Sarkar University, Raipur



Examination Scheme & Syllabus

For

Diploma

(Hotel Management)

Semester-(I)

(Effective from the session: 2022-23)

Diploma Hotel Management Programme

Scheme of Teaching and Examination

DHM First Semester

Choice Based Credit System (CBCS)

(Effective from the Academic Year 2022-2023)

S.No	Course Code	Course Title	Hours / Week			Credits	Maximum Marks			Sem End Exam Duration (Hrs)
			L	T	P		Continuous Evaluation	Sem End Exam	Total	
1	DHM101T	Basics of Food Production I	3	1	-	4	30	70	100	3
2	DHM101P	Basics of Food Production I	-	-	2	1	30	70	100	-
3	DHM102T	Basics of Food & Beverage Service I	3	1	-	4	30	70	100	3
4	DHM102P	Basics of Food & Beverage Service I	-	-	2	1	30	70	100	-
5	DHM103T	Basics of Hotel Housekeeping I	3	1	-	4	30	70	100	3
6	DHM103P	Basics of Hotel Housekeeping I	-	-	2	1	30	70	100	-
7	DHM104T	Basics of Front Office-I	3	1	-	4	30	70	100	3
8	DHM104P	Basics of Front Office-I	-	-	2	1	30	70	100	-
9	DHM105T	General English & Communication	-	2	-	2	30	70	100	3
						22			900	



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Course Title	Basics of Food Production – I (Theory)				
Course Code	DHM101T				
Course Credits	L	T	P	TC	
	3	1	1	5	
Prerequisites	Basic concept of food production				
Course Objectives	Develop knowledge & interest in basic Indian food production & prepare students for each food production and service roles.				
Course Contents	<p style="text-align: center;">UNIT – I</p> <p style="text-align: center;">INTRODUCTION TO COOKERY</p> <p>A. Origin of Modern Cookery & Culinary History B. Levels of skills and experiences C. Attitudes and behavior in the kitchen D. Personal hygiene E. Uniforms & protective clothing F. Safety procedure in handling equipment</p> <p style="text-align: center;">UNIT – II</p> <p style="text-align: center;">HIERARCHY AREA OF DEPARTMENT AND KITCHEN</p> <p>A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments Selection of title</p> <p style="text-align: center;">UNIT – III</p> <p style="text-align: center;">AIMS & OBJECTS OF COOKING FOOD</p> <p>A. Aims and objectives of cooking food B. Various textures C. Various consistencies</p>				



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- D. Techniques used in pre-preparation
- E. Techniques used in preparation
- F. List of culinary (common and basic) terms
- G. Explanation with example

UNIT – IV

BASIC PRINCIPLES OF FOOD PRODUCTION – I

i) VEGETABLE AND FRUIT COOKERY

- A. Introduction – classification of vegetables
- B. Pigments and colour changes
- C. Effects of heat on vegetables
- D. Cuts of vegetables
- E. Classification of fruits
- F. Uses of fruit in cookery
- G. Salads and salad dressings

ii) STOCKS

- A. Definition of stock
- B. Types of stock
- C. Preparation of stock
- D. Recipes
- E. Storage of stocks
- F. Uses of stocks
- G. Care and precautions

iii) SAUCES

- A. Classification of sauces
- B. Recipes for mother sauces
- C. Storage & precautions

iv) SOUPS

- A. Classification with examples
- B. Basic recipes of Consommé with 10 Garnishes



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	<p>UNIT – V</p> <p>METHODS OF COOKING FOOD</p> <p>A. Roasting</p> <p>B. Grilling</p> <p>C. Frying</p> <p>D. Baking</p> <p>E. Broiling</p> <p>F. Poaching</p> <p>G. Boiling</p> <ul style="list-style-type: none">• Principles of each of the above• Care and precautions to be taken• Selection of food for each type of cooking
Course Outcomes	<p>Course Outcome: Student will be able to</p> <ol style="list-style-type: none">1. Develop knowledge & interest in basic Indian food production.2. Know different equipment used in cooking.3. Understand basic skills required in the food production department4. The students after completing the Diploma Hotel Management Studies will be competently skilled in taking up operational and supervisory roles in all the four core areas of the Hotel Industry.
Text Books	<ol style="list-style-type: none">1. Food Production Operations Book by Chef Parvinder S Bali2. International Cuisine & Food Production Management by Chef Parvinder S Bali3. Theory of Cookery by chef Krishna Arora
Reference Books	<ol style="list-style-type: none">1. Quantity Food Production Operations and Indian Cuisine2. Theory of Bakery and Patisserie by Parvinder S Bali3. Principles of Food Production Operation by Yogesh Sinha.
Assignments	<p>Assignment 1: Write about 10 famous chefs in world</p> <p>Assignment 2: Write about different equipments used in kitchen and classify them with pictures</p> <p>Assignment 3: Write about weight and volume equivalents</p> <p>Assignment 4: Write about different methods of cooking used with example of each method</p> <p>Assignment 5: Write on hygiene and skills required in kitchen</p>



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Course Title	Basics of Food Production – I (Practical)		
Course Code	DHM101P		
S.No	Topic	Method	Hours
1	i)Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications	2
2	i)Vegetables – classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students	2
3	Egg cookery - Preparation of variety of egg dishes Boiled (Soft & Hard) Fried (Sunny side up, Single fried, Bull’s Eye, Double fried) Poaches Scrambled Omelette (Plain, Stuffed, Spanish) En cocotte (eggs Benedict)	Demonstrations & simple applications by students	2
4	Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad,	Demonstrations & simple applications by students	2
5	BREAD MAKING Demonstration & Preparation of Simple and enriched bread recipes Bread Loaf (White and Brown) Bread Rolls (Various shapes) French Bread Brioche	Demonstrations & simple applications by students	2
6	6 Sauces - Basic mother sauces Béchamel Espagnole Veloute Hollandaise Mayonnaise Tomato	Demonstrations & simple applications	2
7	SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes	Demonstrations & simple applications by students	2



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Course Title	BASIC OF FOOD AND BEVERAGE SERVICE – I (Theory)				
Course Code	DHM102T				
Course Credits	L	T	P	TC	
	3	1	1	5	
Prerequisites	Basic knowledge of Food & Beverage.				
Course Objectives	The objective of Food Production is concerned with planning, directing and controlling the kind, amount, location, movement and timing of various flows of Food Production used in and produced by the process.				
Course Contents	<p>UNIT – I</p> <p>THE HOTEL & CATERING INDUSTRY</p> <p>A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each</p> <p>UNIT – II</p> <p>DEPARTMENTAL ORGANISATION & STAFFING</p> <p>A. Organization of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)</p> <p>UNIT – III</p> <p>FOOD SERVICE AREAS (F & B OUTLETS)</p> <p>A. Specialty Restaurants B. Coffee Shop C. Cafeteria</p>				



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- D. Fast Food (Quick Service Restaurants)
- E. Grill Room
- F. Banquets
- G. Bar
- H. Vending Machines
- I. Discotheque

II ANCILLIARY DEPARTMENTS

- A. Pantry**
- B. Food pick-up area**
- C. Store**
- D. Linen room**
- E. Kitchen stewarding**

UNIT – IV

F & B SERVICE EQUIPMENT

Familiarization & Selection factors of: -

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- All other equipment used in F&B Service
- French terms related to the above

UNIT – V

NON-ALCOHOLIC BEVERAGES

- Classification (Nourishing, Stimulating and Refreshing beverages)

A. Tea –

Origin & Manufacture - Types & Brands

B. Coffee –



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	<p>Origin & Manufacture - Types & Brands</p> <p>C. Juices and Soft Drinks</p> <p>D. Cocoa & Malted Beverages –</p> <p>Origin & Manufacture</p>
Course Outcomes	<p>Course Outcomes: Student will be able to</p> <ol style="list-style-type: none"> 1. Develop knowledge & interest in Food and Beverage Service basic practices. 2. Know different equipment used in Restaurant 3. Understand basic skills required in the Food and Beverage Service department. 4. To know and understand and make the various cocktails using alcoholic and non alcoholic beverages. 5. To know about the buffet service and equipments.
Text Books	<ol style="list-style-type: none"> 1. Food & Beverage Service Book by R. Singaravelavan. 2. Food & Beverage Management by Peter Alcott
Reference Books	<p>Recommended</p> <ol style="list-style-type: none"> 1. Food & Beverage Service Book by R. Singaravelavan. 2. Food & Beverage Service by John Cousin.
Practical	<ol style="list-style-type: none"> 1. Mise en Place Activity 2. Silver Service/ Serving Lunch 3. Handling of Tray and Salver 4. Rules of Laying a guest Table 5. Room Service Tray and Trolley Setup 6. Setting Up Various Buffets 7. Dining Etiquettes & Table Manners 8. Pantry Operations 9. Service of Indian & Regional Dishes
Assignment	<p>Assignment 1: To find 02 suppliers of Restaurant equipments in Raipur city.</p> <p>Assignment 2: To find the prices of various equipments used in restaurant.</p> <p>Assignment 3: Collect at least 2 menus each of – Indian Restaurants, Institutional and Industrial canteens</p> <p>Assignment 4: Plan an Indian menu for a restaurant.</p> <p>Assignment 5: To identify different types of services used in various Food and beverage outlets in Raipur city (any 05)</p>



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Course Title	BASIC OF FOOD AND BEVERAGE SERVICE – I (Practical)	
Course Code	DHM102P	
Prerequisites	Basic knowledge of Food & Beverage.	
Course Objective	Food and Beverage Services <i>covers</i> all the aspects of food and beverage department starting from understanding of the industry, organization of the department, menu served, various service procedures, managing cordial relations with customers	
S.No	Topic	Hours
1	Food Service areas – Induction & Profile of the areas	
2	Ancillary F&B Service areas – Induction & Profile of the areas	
3	Familiarization of F&B Service equipment	
4	Care & Maintenance of F&B Service equipment	
5	Coffee - Preparation & Service	
6	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	
7	Tea – Preparation & Service	
8	Juices & Soft Drinks - Preparation & Service · Mock tails · Juices, Soft drinks, Mineral water, Tonic water	



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Course Title	BASICS OF HOUSEKEEPING OPERATIONS – I (Theory)				
Course Code	DHM103T				
Course Credits	L	T	P	TC	
	3	1	1	6	
Prerequisites	Basic knowledge of Accommodation operation management.				
Course Objective	The objective of this course is to make student understand about how to achieve organizational goals				
Course Contents	<p>UNIT – I</p> <p>A.THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business</p> <p>B.ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</p> <p>A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department</p> <p>UNIT – II</p> <p>CLEANING ORGANISATION</p> <p>A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organizing cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment</p> <p>UNIT – III</p> <p>CLEANING AGENTS</p> <p>A. General Criteria for selection B. Classification C. Polishes D. Floor seats</p>				



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	<p>E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping</p> <p>UNIT – IV COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</p> <p>A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes</p> <p>UNIT – V INTER DEPARTMENTAL RELATIONSHIP</p> <p>A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department</p>
<p>Course Outcomes</p>	<ol style="list-style-type: none"> 1. Develop knowledge & interest in basic practices of Housekeeping 2. Know different equipment used in Housekeeping 3. Understand basic skills required in the Housekeeping department. 4. To understand the tactics of Handling Guest Complaints at Housekeeping department. 5. To find out environmental friendly practices in housekeeping department.
<p>Text Books</p>	<ol style="list-style-type: none"> 1. Hotel House Keeping operations by Sailender Rai and Rohit Bisht 2. Hotel Hospital and Hostel House Keeping by Joan C Branson 3. Front Office Operations – Colin Dix & Chris Baird.



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Reference Books	<ol style="list-style-type: none">1. Hotel House Keeping Operations and Management by G. Raghubalan and Smritee Raghubalan2. Hose keeping Management by Matt A. Casado3. Managing House Keeping Operations by Aleta Nitschke and William D. Frye
Assignments	<p>Assignment 1: Name and draw the Diagrams of 10 Manual Cleaning equipments along with their usage</p> <p>Assignment 2: Name and draw the Diagrams of 10 Mechanical Cleaning equipments along with their usage</p> <p>Assignment 3: Draw the Layout of Housekeeping Department and briefly explain its sections. Assignment 4: Draw the Hierarchy / Organizational structure of Housekeeping department of Small, Medium and Large sized Hotels.</p> <p>Assignment 5: Name the Facilities and Amenities offered in guest room by Hotels and explain in brief.</p> <p>Assignment 6: Write in brief about the different functions of Housekeeping Department.</p>



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Course Title	BASICS OF HOUSEKEEPING OPERATIONS – I (Practical)	
Course Code	DHM103P	
Prerequisites	Basic knowledge of Accommodation operation management.	
Course Objective	The objective of this course is to make student understand about how to achieve organizational goals	
S.No	Topic	Hours
1	Sample Layout of Guest Rooms <ul style="list-style-type: none">• Single room• Double room• Twin room• Suite	2
2	Guest Room Supplies and Position <ul style="list-style-type: none">• Standard room• Suite• VIP room special amenities	2
3	Cleaning Equipment-(manual and mechanical) Familiarization <ul style="list-style-type: none">• Different parts• Function• Care and maintenance	2
4	Cleaning Agent <ul style="list-style-type: none">• Familiarization according to classification• Function	2
5	Maid's trolley <ul style="list-style-type: none">• Contents• Trolley setup	2
6	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none">• Twin/ double• Suite• Conference etc	2

Course Title	Basic Front Office- I (Theory)
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Course Code	BBAHM104T				
Course Credits	L	T	P	TC	
	3	1	1	6	
Prerequisites	Basic Fundamentals of Front Office.				
Course Objectives	<ul style="list-style-type: none"> The objective of course is to identify the various licenses needed for running the hotel/restaurant. 				
Course Contents	<p>UNIT – I INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office.</p> <p>UNIT – II CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium</p> <p>UNIT – III TYPES OF ROOMS A. Single B. Double C. Twin D. Suits</p> <p>TIME SHARE & VACATION OWNERSHIP</p>				



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	<p>A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size</p> <p>UNIT – IV FRONT OFFICE ORGANIZATION</p> <p>A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits.</p> <p>BELL DESK</p> <p style="padding-left: 40px;">A. Functions B. Procedures and records</p> <p>UNIT – V HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</p> <p>A. Layout B. Front office equipment (non automated, semi-automated and automated)</p>
Course Outcomes	At the end of course student will be able to know: General laws regarding food. Wage and hour laws. Credit Card Laws Catering Contracts No Smoking Laws
Text Books	<ol style="list-style-type: none"> 1. Managing Front Office Operations – Kasavana& Brooks Educational Institution AHMA 2. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
Reference Books	<ol style="list-style-type: none"> 1. Front Office Operations: Jatashankar Tewari 4. Front Office – operations and management – Ahmed Ismail (Thomson Delmar). 5. Managing Computers in Hospitality Industry – Michael Kasavana&Cahell.



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Course Title	Basic Front Office – I (Practical)	
Course Code	DHM104P	
Prerequisites	Basic Fundamentals of Front Office.	
Course Objective	The objective of this course is to make student understand about understanding of the modern day history of the hotel industry and the factors that drive the industry	
S.No	Topic	Hours
1	Appraisal of front office equipment and furniture	2
2	Rack, Front desk counter & bell desk	2
3	Filling up of various Performa	2
4	Welcoming of guest	2
5	Telephone handling	2
6	Role play: <ul style="list-style-type: none">• Reservation• Arrivals• Luggage handling• Message and mail handling• Paging	2



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Course Title	General English and Communication (Theory)				
Course Code	DHM105T				
Course Credits	L	T	P	TC	
		2		2	
Prerequisites	Basic Communication Knowledge for smooth operations				
Course Objectives	<ul style="list-style-type: none"> • The student will be able to understand communication process • The student will be able to understand Communication Effectiveness. • The student will able to identify various issues in business communication 				
Course Contents	<p>UNIT – I INTRDUCTION TO COMMUNICATION A. Meaning B. Nature C. Types of communication D. Scope of communication E. Barriers to effective communication F. Active Listening Skills</p> <p>UNIT – II EFFECTIVE PRESENTATION SKILL A. Effective presentation skills B. Preparing and delivering presentations C. Elements of effective presentations D. Non verbal communication E. Body language F. Gesture and hand movements</p> <p>UNIT – III BUSINESS COMMUNICATION A. Principles of business communication B. Forming Paragraphs C. Memos D. E-mails E. Letters</p>				



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	<p>UNIT – IV</p> <ul style="list-style-type: none">A. Channels of CommunicationB. Types of CommunicationC. Dimensions of CommunicationD. Barriers to communicationE. Principles of CommunicationF. Importance of Business Communication <p>UNIT – V</p> <p>Spoken Skills, Conducting Presentation, oral presentation debates, speeches interviews, Group Discussion, Listening: Importance of listening, Types of Listening, Develop Listening Skills</p>
Course Outcomes	<ul style="list-style-type: none">1. Apply the practical knowledge of using action words in sentence construction2. Apply and analyze the right kind of pronunciation with regards to speech sounds and able to get different types of pronunciations.3. Understand the importance of pronunciation and apply the same day to day conversation.4. Students will increase their reading speed and comprehension of academic articles5. Analyze the different parameters and formats of written technical communication and apply in everyday work and life.
Text Books	<ul style="list-style-type: none">1. Hand Book of Communication skills & English Grammar by Arvind Shah2. English and Communication Skills book by Alwinder Dhillon, PK Singla
Reference Books	<ul style="list-style-type: none">1. English and Communication for colleges by Carol Henson2. Effective communication skills by Michael Cooper3. Objective General English SP Bakshi



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MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS: 100

PASS MARKS: 50

DURATION: 3HRS

All Technical Skills to be tested as listed in the syllabus

MARKS

1. Uniform / Grooming	: 10
2. Service Equipment Knowledge / Identification	: 20
3. Care Cleaning & Polishing of service equipment	: 20
4. Service skills / tasks	: 20
5. Beverage service Tea / Coffee / Soft drinks	: 20
6. Journal	: 10
	100

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.

2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.