



Mahatma Gandhi University
MEGHALAYA
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SYLLABUS MANUAL

MANAGEMENT PROGRAMME

PROGRAMME CODE---

Advance Diploma in Hotel Management (ADHM)

Year1

CODE	SUBJECT	CREDIT
HMP11	Foundation & Development of Hotel Industry	4
HMP12	Front Office Operations	4
HMP13	Housekeeping Operations & Management	4
HMP14	Food and Beverage Service Production	4
HMP15	Food Microbiology	4
HMP16	Food and Beverages Production	4
HMP29	Industrial Training	4

Year2

CODE	SUBJECT	CREDIT
HMP17	Fundamentals of Tourism	4
HMP18	Housekeeping Operations	4
HMP19	Role of Information Technology in Front Office	4
HMP20	Travel and Tour Agency Operations	4
HMP21	Introduction to MIS and HIS	4
HMP22	Legal Laws in Hotel Industry	4
HMP30	Presentation/ Seminar	4

Year3

CODE	SUBJECT	CREDIT
HMP23	Introduction to French Language	4
HMP24	Advanced Accommodation Operations	4
HMP25	Advanced Food and Beverage Production	4
HMP26	Advance Computer Application	4
HMP27	Advance Housekeeping Operations	4
HMP28	Handling Of Environmental Issues	4
HMP31	Project Program Work	4

Detailed Syllabus

Year1

HMP11--- Foundation & Development of Hotel Industry

Unit 1 Evolution of Hotel Industry

Growth of Hotel Industry in India (Current Scenario)

Unit 2: Hotel Chains

Domestic Hotel Chains in India, International Hotel chains in India

Unit 3: Organizational Structure/Line of Hierarchy of Hotels

Hierarchy of a Large Hotel, Hierarchy of a Medium Hotels, Hierarchy of a Small Hotels

Unit 4: Classification of Hotels by Department of Tourism

Classification of Hotels, Type of Hotels According to the Length of Guest Stay, Type of Hotels According to the Type of Clientele, Other Hotels

Unit 6: Star Classification in India

Heritage Hotels, Approval at Project Level, Approval and Classification for Newly Operational Hotel & Reclassification of Approved Property, The Committee, Restaurants, Heritage Properties, Guest House

Unit 7: Advantages of Different Types of Hotel Ownerships

Unit 8: Disadvantages of Different Types of Hotel Ownerships

Unit 9: Describing the Management Operations

Unit 10: Comparing Organizational Structure between large and small hotels

Unit 11: Defining Target Market

Unit12: Trends in hotel industry

Unit 13: Describing Front Office

Unit14: Importance of Front Office Department

Unit 15: Functions of Front Office

Unit 16: Section of Front Office and their Importance
Cashiering Functions performed by the Reception staff.

HMP12--- Front Office Operations

UNIT 1: Front Office Department:

Importance of Front Office Department, Components of Front Office (Layout), Different Sections of Front Office, Reception, Telephone, Reservations, Concierge, Bell Desk, Door Attendants; Attributes of Front Office Personnel; Front Office Salesmanship-Need for product analysis, Salesmanship at the Reception, Work Shifts in Front Office & Handovers.

UNIT 2: Departmental Information for Front Office Personnel-I:

Types of Rooms, Why Categorization on the basis of 4 components, Types of Bed, Numbering of Rooms: Brochures, Tariff Cards, Room Rate.

UNIT 3: Departmental Information for Front Office Personnel-II:

Method of Determining Room Rate, Basis of Charging, Food Plans, Tax Structure in a Hotels, Importance of Interdepartmental, Importance of Effective Communication in Hotel Industry, Various Method of Communication: Oral Communication, Non-Verbal Communication, Visual Communication, Written Communication, Departments and Sections with Which Front Office Communicates, and Coordinates

UNIT 5: Guest Cycle:

Brief Introduction to Guest Cycle, Pre-Arrival, Arrival, Occupancy, Departure, Post Departure, Front Office Systems.

UNIT 6: Hotel Room Reservation:

Hotel's Room Reservation, Basic Function of Reservation Department, The Reservation Section, Modes of Reservation, Source & Channels of Reservation, Type of Reservations, Room Reservations for Conventions, Group Reservations, Pre-arrival, Procedures for Group, Arrival of the Group, Post Arrival Activities (with reference to Group), Reservation Processing, Reservation Charts, Reservation Records, Black List.

UNIT 7:

Guest Arrival, Check-In & Registration: Greeting the Guest, Registration, Registration Process.

UNIT 8:

Posting Room Charges in Folios: Sale of Services, "C" FORM.

UNIT 9:

Methods of settlement, Unpaid Account Balance: The City Ledger, Departure Procedure, Late Check Out / Self Check Out, Express Check Out: Express Check-Out (ECO), Settlement of Bill Through Credit Card: Credit Cards, Kinds of Credit Cards.

Unit 10:

Handling Luggage, Left Luggage Handling: Luggage Handling Procedure at the Bell Desk, Check Out and Account Settlement, Night Audit Process, Other Duties of Bell Captain/Bell Boys.

UNIT 11:

Types of Complaints, Nature of Complaints and Classification of Complaints: Telephone Communication, Making Outgoing Calls

UNIT 12:

Handling Complaints: Word of Advice

UNIT 13:

Message Handling

UNIT 14: Handling Guest and Hotel Mail:

Wake-Up Call Procedure

Unit 15: Follow up Procedure for Handling Complaints:

Complaints Costs the Management

Unit 16: Front Office Procedure for Emergencies:

Introduction

HMP13--- Housekeeping Operations & Management

UNIT 1: The Housekeeping Department:

Importance of Housekeeping; Responsibilities of Housekeeping; Department; Organizational Structure.

Unit 2: Housekeeping Personnel:

Executive Housekeeper/Director of Housekeeping, Deputy Housekeeper, Assistant Housekeeper / Housekeeping Manager, Floor Housekeepers/Floor Supervisors, Public Area Supervisors, Night Supervisor, Evening Shift Supervisor, Linen Room Supervisor/Linen Keeper, Uniform Room Supervisor, Linen Room Attendant/Linen Room Maid, Uniform Room Attendant, Storekeeper, Control Desk Supervisor/Control Room Supervisor, Guestroom Attendants/Room Maids/Chamber Maids, Head House person, House porters / House persons, Tailors, Seamstresses,

and Upholsterers, Cloakroom Attendant/Powder Room Attendant, Hat Checker, Horticulturist, Head Gardener, Gardeners, Florist, Laundry Manager, Laundry Supervisor, Dry-cleaner, Washer, Laundry Workers, Pressmen, Valets/Runners.

Unit 3: Personal Attributes of Housekeeping Staff; Layout of the Department; Coordination with Other Departments: Coordination with Front Office, Coordination with Maintenance Department, Coordination with Security Department, Coordination with Food and Beverage Department, Coordination with Stores, Coordination with Personnel Department, Coordination with Purchase Department, Coordination with Sales and Marketing, Coordination with Laundry.

Unit 4: The Professional Housekeeper:

The Management Process, Minimum Requirements.

Unit 5: Housekeeping in Other Institutions:

Hospitals, Hostels, Universities, Residential Homes, Art Galleries, Museums, Libraries, and Archives, Offices.

UNIT 6: Planning Housekeeping Operations:

The Planning Process.

Unit 7: Division of Work Document:

Area Inventory Lists, Frequency Schedules, Performance Standards, Productivity Standards, Equipment and Operating Supply Inventory Level, Work Schedules; Determining the Par Levels.

UNIT 8: Daily Routines and Systems:

The Housekeeping Day.

Unit 9: Opening the House:

Morning Shift, Clean-up, Reporting, and Handover, Afternoon/Evening Shift, Night Shift; Leave Application: Procedure; Gate Pass Procedure.

UNIT 10: Hotel Guestrooms:

Importance of the Guestroom to a Guest; Types of Guestrooms: Guestroom Status.

Unit 11: Guest Floor Rules:

Guest-floor Reportables, Guest Corridors.

UNIT 12: Standard Contents of a Guestroom:

Guestroom Furniture; Selection of Furniture: Some guidelines for selecting furniture; Types of Furniture; Types of Furniture Joints; Materials used for Making Furniture: Wood; Common Furniture Items in Guestrooms; Furniture Arrangement; Principles and Elements of Design; Furniture Arrangement in Guestroom Areas.

UNIT 13: Guestroom Fixtures and Fittings:

Guestroom Fixtures and Fittings: Types of Fixtures and Fittings, Doors, Windows and Locks, Telephone, Guestroom Safety, Minibar, Television, Radio, Air conditioner, Heating Equipment, Lighting fixtures, Sanitary fittings, Types of Sanitary Fittings, Care and cleaning of sanitary fittings.

Unit 14: Beds, Mattresses, and Bedding:

Guestroom Beds, Understanding the construction of bed, Extra beds, Mattresses, Types of mattress that are available, Bedding, Pillows and bolsters, Blankets, Duvets, eiderdowns, and quilts.

Unit 15: Soft Furnishings:

Types of Soft Furnishings, Cushions, Loose covers, Curtains, Types of curtains, Valances and swags, Blinds, shades, shutters, and screens.

Unit 16: Guestroom Accessories:

Types of Accessories: Pictures, Selection of pictures. Lamps, Ornamental mirrors; Placement of Guest Supplies: In the bedroom, In the bathroom, On the towel, rack.

HMP14---Food and Beverage Service Industry

Unit 1 : INTRODUCTION TO THE HOTEL INDUSTRY:

Classification of Catering Establishments, Types of F&B Outlets, Food & Beverage Departmental Organization, Duties & Responsibilities of F&B Staff at Various Levels, Attributes of an Hotelier

ANCILLARY DEPARTMENTS: Still Room / Pantry, Wash Up (Kitchen Stewarding), Plate Room

Unit 2 : RESTAURANT EQUIPMENTS

Glassware, Crockery, Silverware, Furniture, Linen

Unit 3 : MEALS & MENU

Types of Meals (EMT, Breakfast, Lunch, Dinner, Brunch, High Tea, Afternoon Tea, Elevenses), Types of Menu (A La Carte & Table D'hote), Courses of Menu (Course item examples with Accompaniments, Covers for Each Course)

Unit 4 : SERVICE PROCEDURES

Types of Services (Assisted - Platter to Plate / Silver, Pre-Plated, Host, Gueridon; Non-Assisted – Buffet, Single Service, Counter Service), Rules to be Observed for Table Laying, Sequence of Service of a Meal

ROOM SERVICE: Room Service Issues, Marketing, Menus, Variations and Alternatives, Staff Requirements, Delivering Room Service

CIGARS & CIGARETTES: Types, Brands

GUERIDON SERVICE: Types of Trolleys, Sequence of Service

Unit 5 : BANQUETS: History of Banquets, Types of Banquets, Organization of a

Banquet Department, Banquet Procedures, Buffets, Banquet Protocols, Conferences, Booking and Planing of Funtions

Unit 6 : NON-ALCOHOLIC BEVERAGES

Types Of Waters, Soft Drinks, Juices / Syrups / Crushes, Tea Coffee

Unit 7 : ALCOHOLIC BEVERAGES

Service of Alcoholic Beverages (Introduction, Beer, Spirits - Styles of Production, Whisky, Brandy, Rum, Gin, Vodka, Tequila, Other Spirits), Responsible Alcoholic Service (Alcohol and its Effect on Human Health Human Psycology and Alcohol)

LIQUEURS & BITTERS: Types, Production, Bases & Brands

MIXED DRINKS & COCKTAILS: Types of Mixed Drinks, Ingredients & Methods of Preparation, Mocktails, Cocktails

Unit 8 : BAR OPERATIONS

Bar Set Up, Equipments, Bar Control

Unit 9 : WINES

Introduction to Wines, Classification of Wines, Grapes & Factors Affecting Wine Quality, Vinification, Production of Red/ White/ Rose Wines, Production of Fortified & Aromatized Wines, Production of Sparkling Wine

WINE PRODUCING REGIONS OF THE WORLD: France, Germany, Italy, Spain, Portugal, USA, Australia & India

Unit 10 : FOOD & WINE HARMONY

HMP15---Food Microbiology

UNIT 1 FOOD MICROBES

Introduction, Its Importance in Relation to Food, Types and Characteristics of Micro organisms

UNIT 2 MICROBES

Classification, Bacteria (Morphological, Cultural & Physiological Characteristics), Groups of Bacteria Important in Food Bacteriology, Factors Affecting Growth - Ph , Osmotic Pressure , Light, Moisture & Time, Beneficial Effects Of Bacteria, Harmful Effects Of Bacterial Activity-Food Spoilage, Putrefaction & Decay, Toxins & Infections, Food Poisoning, Method of Control

UNIT 3 YEAST

Classification, General Characteristics of Yiest, Importance of Yiest in Food Industry

UNIT 4 MOLD

Classification and Identification, General Characteristics of Molds, Morphology-Mucus, Rhizopus, Penicilium&Aspergilles, Beneficial Effects of Molds - Cheese Ripening, Enzymes, Antibiotics, Harmful Effects of Molds-Microtoxins& Spoilage

UNIT 5 STERILIZATION & PASTEURIZATION

Sterilization By: Heat (Dry & Moist); Light; Dessication; Radiation, Pasteurization of Milk - Lst&Hst Method, Butter, Cream Cheese, Fruit Juices Etc. Sterilization of Milk & Water

UNIT 6 PRESERVATION OF FOOD

Principles of Preservation, Canning of Food High Temperature (Sterilization & Pasteurization), Preservation by Means of Low Temperature, Irradiation-Principle, Chemical Preservation

UNIT 7 INTRODUCTION

Definition & Importance of Nutrition, Function of Food, Classification of Nutrients & Food

UNIT 8 FATS

Functions of Fat & Essential Fatty Acid, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 9 PROTEINS

Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 10 CARBOHYDRATES

Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 11 VITAMINS

Classification, Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 12 MINERAL ELEMENTS

Classification, Functions, Daily Requirements, Excess & Deficiency, Food Sources

UNIT 13 WATER

Importance, Water Balance, Deficiency & Oral Rehydration

UNIT 14 ENERGY REQUIREMENTS FOR HUMAN BODY

Calorie-Definition, Energy Requirements-Factors affecting it, Energy Requirements for Various Age Groups

UNIT 15 NUTRITIONAL DISORDERS & DEFICIENCIES

Over-Weight & Obesity-III-Effects, Undernutrition-Various Diseases

UNIT 16 BALANCED DIET

Meaning & Importance of Balanced Diet / Menu Planning, Four Food Groups Plans as the Basis, Factors Effecting Menu Planning, Daily Requirements- Recommended Food Table For School Children, Adolescents & Adult Man & Woman to Form a Basis for Meal Planning

HMP16---Food and Beverages Production

Unit 1: Introduction To culinary arts

Introduction to catering industry; A history of recent food service industry; The origins of classical and trendy cuisine; Classes of professional cookery; Today's technology; Introduction of equipment; Sanitary and nutritional awareness; Cooking within the twentieth and twenty-first centuries

Unit 2: The Organization of Recent Kitchens

The fundamental of kitchen organization; The classical brigade; Modern kitchen organization; Skill levels; Standards of professionalism; Personal hygiene; Good understanding of the fundamentals

Unit 3: Aims and Objectives of Cooking

Cooking; Aims and objectives of cooking food; Advantages of cooking; Food constituents; Effects of cooking on differing kinds of ingredients

Unit 4: Cooking Materials

Cooking materials; Eggs

Unit 5: Preparation of Food

Preparation of ingredients; Combining and mixing within the preparation of foods

Unit 6: Tools and Equipments

Introduction to food equipment; Cooking equipment; Processing equipment; Holding and storage equipment; Pots, pans, and containers; Knives, hand tools, and tiny equipment

Unit 7: Basic Cooking Principles

Heat transfer; Cooking times; Cooking ways; Moist-heat ways; Dry-heat ways; Dry-heat ways using fat; Summary of cooking terms; Building flavor; Building flavor profiles; General ideas in flavor building; Seasoning and flavoring ingredients; Common seasoning and flavoring ingredients; Using herbs and spices

Unit 8: Sanitation and Safety and Storage

Sanitation; Food hazards; Potentially hazardous foods; Locomotion; Chemical and physical hazards; Personal hygiene; Use of gloves; The four-hour rule; Food storage; Food handling and preparation; Hot food holding; Minimum safe internal temperatures; Cleaning and sanitizing equipment

HMP29---Industrial Training

Year2

HMP17---Fundamentals of Tourism

UNIT 1: Evolution and Growth of Tourism and Travel through Ages: Prehistoric Age, The Middle Age, The Pilgrimage Age, Renaissance and The Grand Tour Age, Industrial Age , Highlights of travel in the Nineteenth Century.

UNIT 2: Growth and Development of Tourism Post Second World War: The Second World War, Post Second World War - Increase in Car Ownership, Air Transportation, More Disposable Income and Paid Holiday, Increase In Leisure Time, Better Medical Facilities, Mass Tourism, Accommodation , Phenomenon to Modern Day Tourism World

UNIT 3: The Organization of Tourism and Co-relation between Trade and Travel: The Structure of Tourism-What is tourism, Tourism Structure ; Tour Operators: Tour Operators Role, Responsibility and Duties, Government organizations for regulating Tour Operators , Public Sector Organisation, Regulatory Bodies, Accommodation, Types of Accommodation, Government organizations for regulating accommodation, Conference/ Exhibition Organizers.

UNIT 4: Tourism Agencies or Travel Agencies: Tourism Agencies or Travel Agencies Role, Responsibility and Duties, Government organizations for regulating Tourism Agencies or Travel Agencies, Co-relation between Trade and Travel , Travel, Types of Travel, Trade, Types of Trade, Importance of Trade , Relation between Travel and Trade.

UNIT 5: Components and Elements of Tourism :Components of Tourism, Accessibility, Different Transportation Ways, Accommodation, Different types of accommodation options, Attractions, Different types of attraction.

UNIT 6: Elements of tourism: Weather, Scenic attractions, Historical & cultural factors, Accessibility, Amenities, Accommodation, Safety & Security, Some other factors .

UNIT 7: Motivation to Travel and Factors Leading to Growth of Tourism : What is Motivation?, Internal or Intrinsic Motivation, External or Extrinsic Motivation, Motivation Theory : Maslow's Hierarchy of Needs Theory, Push - Pull Theory , Herzberg's Two Factor Theory, Theory X and Theory Y, Some other Theories of Motivation: Definition of Travel & a Tourist; Motivation to Travel; Connection of motivation factors to the motivation theories; Factors Leading to Growth of Tourism.

UNIT 8: Organizations of Tourism In India: Association of Tourism Trade Organisations, India (ATTOI), Federation of Associations in Indian Tourism & Hospitality (FAITH), The Indian Association of Tour Operators (IATO), Association of Domestic Tour Operators of India (ADTOI), Travel Agents Association of India (TAAI), Travel Agent Federation of India (TAFI), Federation of Hotel and Restaurant Association of India FHRAI), Adventure Tour Operators Association of India (ATOAI) , India Heritage Hotel Association (IHHA), Indian Tourist Transport Association (ITTA), Indian Convention Promotion Bureau (ICPB), Hotel Association of India (HAI), Indian Tourism Development Corporation (ITDC), World Travel & Tourism Council, India Initiative (WTTCH).

UNIT 9: The Ministry of Tourism and Development of Tourism India : The Organization, Role of Ministry of Tourism, Function of Ministry of Tourism, Tourism Policy of India Highlighting, Tourism Promotion in The Country, Tourism Policy 1982, Perspective Plan 1988, The National Action Plan 1992, National Tourism Policy 2002, Government initiative Towards Promotion of Tourism, Infrastructure Development .

UNIT 10: Marketing and Promotion Initiatives : The Incredible India Campaign, Atithi Devo Bhavah (Guest is God), Visit India 2009 Campaign, Initiatives Undertaken to Promote Different Tourism Products, Rural Tourism in India, Cruise Tourism in India, Adventure Tourism in India , Medical Tourism in India, Open Sky Policy of India, Foreign Direct Investment .

UNIT 11: Domestic Tourism, Advantages of Domestic Tourism, Disadvantages of Domestic Tourism, Popular Destination of Domestic Tourism in India .

UNIT 12: International Tourism , Disadvantages of International Tourism, Popular Destination of International Tourism in India , Difference between Domestic & International Tourism (inbound & outbound), Domestic Tourism , International Tourism, Factors affecting Domestic & International Tourism, Economic Factors, Social Factors , Government and political Factors, Environmental Factors, Technological Factor, Competitive Factor, Interdependence of Domestic & International tourism.

UNIT 13: Categorization of Travelers/Tourists: Distinction between a Traveler Visitor and Tourist : Defining Travelers & Tourism , Categorization of Travelers, Business Traveler , Educational Traveler , Medical Traveler, Explorer & Adventure Traveler, Cultural & Heritage Traveler,

UNIT 14: Categorization of Tourists, Pleasure Tourist , Sports Tourist, Religious & Spiritual Tourist, Tourists Visiting Family/ Friends and Relatives, Tours for Status and Pride, Tours for Shopping, Dark Tourism, Tour for Food, Distinction between a Traveler, Visitor and Tourist: Travelers , Tourists , Visitors , How can a Traveler become a Tourist?

UNIT 15: Demographic and Geographical Categorization of Tourism and Tourist Destinations : Demographic Categorization of tourism , What is Demographic , Demographic and Tourism Categorization, Backpackers, DINKS , SINKS, Empty Nesters, Youths, Boomers, Early/Active Retirees.

UNIT 16: Geographical Categorization of tourism (INDIA), North India, East India , South India, West India, Central India , Geographical Categorization of tourism (WORLD), South Asia (SAARC), South East Asia, Japan, Middle East Asia, Australasia, United Kingdom, France, United States of America, Tourism Destinations, Beach Tourism , Hill Station Tourism , Desert Tourism , Pilgrimage Tourism , Wildlife Tourism , Winter Tourism.

HMP18---Housekeeping Operations

UNIT 1: Introduction, Manual cleaning equipments

UNIT 2: Mechanical cleaning equipments, Selection of cleaning equipments, Care of cleaning equipments

UNIT 3: Introduction, Types of cleaning agents, Basic non-recyclable cleaning supplies.

UNIT 4: Points to remember while selecting cleaning agents, Care, Storage and control of cleaning agents
Structure

UNIT 5: Introduction, What is a Sub Floor, Seals and Polishes.

UNIT 6: Different Types of Floorings (Hard Wood, Laid in situ Hard Floors, Semi-hard / Resilient Floors, Soft Floors), Maintenance and Care of different types of floorings.

UNIT 7: Introduction, Common varieties of wall finishes, Glasses - various types, Window Cleaning

UNIT 8: Introduction, Functions of the Control Desk ,Types of Registers and files maintained at the control desk, File and Formats used in Housekeeping Department.

UNIT 9: Introduction, Various sources of water, Water pollution, Hazards of Water Pollution, Prevention and control of water pollution, Purification of polluted water, 6.7 Contamination of water, Hardness of water and its removal, Criteria for judging water quality & water quality standards, Water supply for catering establishments, Waste water and contamination.

UNIT 10: Introduction, Various sources of air pollution, Classifications of pollutants, Major pollutants, Methods of controlling air pollution.

UNIT 11: Indoor air quality, How to improve indoor air quality.

UNIT 12: Introduction, Sources of Contamination, Sanitary Procedures while preparing, serving & displaying food , Basic rules to be observed while preparing food.

UNIT 13: Basic rules to be observed while holding food, Basic rules to be observed during preparation of specific food.

UNIT 14: Food Hygiene during serving and displaying food, Hazard Analysis and Critical Control Points (HACCP), Personal & Kitchen Hygiene of Food Handlers, Protective clothing.

UNIT 15: Introduction, Types of Pests & their control, Garbage or waste disposal.

UNIT 16: Introduction, Classification of Items, Procedure for returning/storing Lost and Found Articles.

HMP19---Role of IT in Front Office

UNIT 1: Fundamentals of Computer: Various Types of Computers, Personal Computer, Personal Digital Assistant, Laptop Computer, Tablet PC with Stylus, Mainframe Computer, Super-Computer.

UNIT 2: Computer Hardware: Keyboard, Mouse, Monitor, Printer, Speakers, Scanner, System, Front Side of the System, Backside of the System, Inside the System.

UNIT 3: Other Hardware Devices, Modem, Web Camera, Fax, Headphone and Mike.

UNIT 4: Computer Software: System Software, Application Software.

UNIT 5: Working with Windows Explorer: Exploring the Windows Explorer Interface, Performing Basic File and Folder Operations, Creating Files and Folders, Renaming Files and Folders, Opening and Viewing the Content of Folders, Moving a File or Folder, Deleting Files or Folders.

UNIT 6: Performing Advanced File and Folder : Operations, Compressing Files and Folders, Setting File Properties, Searching Files and Folders, Burning Files to a CD or DVD

UNIT 7: Getting Started with MS Word 2010: Introducing MS Word 2010, Exploring Common Features of MS Word, Application, Exploring tabs in Ribbon, Working with Text: Adding Text in a Document, Editing Text, Creating Bulleted and Numbered Lists, Applying Text Formatting

UNIT 8: Opening an Existing Document, Inserting a Picture, Inserting a Table, Saving a Document, Printing a Document, Closing a Document, Quitting the Application.

UNIT 9: Getting Started with MS Excel 2010, Exploring New and Enhanced Features of Excel 2010, Understanding Workbooks and Worksheets, Introducing MS Excel 2010, Working with a Worksheet, Inserting a Row, Inserting a Column, Entering Data in a Worksheet, Working with Charts
Working with SmartArt Graphics.

UNIT 10: Working with Formulas and Functions: Using the Product Function, Using the SUM Function, Using the AVERAGE Function, Saving a Workbook, Closing a Workbook and Quitting Excel 2010 Application.

UNIT 11: Getting Started with MS Outlook 2010: Configuring an E-Mail Account in Outlook, Exploring the Outlook 2010 User Interface: Title Bar, Quick Access Toolbar, Minimize, Maximize, and Close Buttons, File Tab, Ribbon, Navigation Pane, Content Pane, People Pane, Reading Pane, To-Do Bar, Status bar.

UNIT 12: Exploring New Features in Outlook 2010, Arranging Items inside the Contents Pane, Enabling the Conversation View Feature, Performing an Instant Search, Taking Back Up of Outlook Data, Archiving Outlook Data.

UNIT 13: Composing and Sending E-Mail Messages: Adding Recipients, Multiple Recipients, Displaying Bcc and From Fields, Attaching Files and Items to a Message, Assigning Priorities to Messages, Opening an E-Mail Message, Opening and Saving Attached Items, Printing E-Mail Message, Replying to a Message, Forwarding a Message, Adding a New Contact.

UNIT 14: Working with Internet Explorer: Opening Internet Explorer, Accessing a Web Site, Tabbed Browsing of Web Pages, Printing a Web Page, Managing Favorites, Exploring History, Changing the Home Page, Enabling and Disabling Pop-Ups, Phishing Filter, Working with a Social Site.

UNIT 15: Software Packages used in Hospitality Industry: OPERA Enterprise Solution (OES), OES Central Systems.

UNIT 16: Case Studies: Case Study 1:A Usage of Internet, Case Study 2:Virus and Anti-Virus Software

HMP20---Travel and Tour Agency Operations

1. HMP 20: TRAVEL AND TOUR AGENCY OPERATIONS(LATEST SYLLABI)

2. UNIT -1: RESERVATION, BOOKING AND AMENDMENTS

3. 1.1 Reservation and Amendments Sheet
4. 1.2 Tickets Coupons and Discounts
5. 1.3 Domestic and International Travel Requirements and Brochures
6. 1.4 Travel Ticketing
7. 1.5 Computer Reservation Systems
8. 1.6 Merchandising of Air Space

9. UNIT -2: TRAFFIC DOCUMENTS – DOMESTIC AND INTERNATIONAL

10. 2.1 Logistics and Documentation in Travel Agency
11. 2.2 Validation Tools
12. 2.3 Procurement of Traffic Documents
13. 2.4 Basic Ticketing Review – Domestic and International
14. 2.5 ARC – MIS System
15. 2.6 Security Requirements of Traffic Documents

16. UNIT -3: FINANCIAL PLANNING AND MANAGEMENT

17. 3.1 Introduction of Financial Planning
18. 3.2 Revenue Sources
19. 3.3 Accounting Records
20. 3.4 Financial Reports and MIS
21. 3.5 Travel Agency Budget -- Compilation, Forecasting and Review
22. 3.6 Travel Agency Financial Documentation and Their Interpretation and Analysis

23. UNIT -4: TOURS AND TOUR OPERATION

24. 4.1 Meaning of Tour and Tour Operation
25. 4.2 Domestic, International Tours and Tour Operator

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- 26. 4.3 Building Up the Tour with Costing, Budgeting, and Marketing
- 27. 4.4 Travel Documentation and Formalities
- 28. 4.5 International Time Calculators and Sales Indicators
- 29. 4.6 Baggage Handling and Other

HMP21---Introduction to MIS and HIS

30. HMP 21: INTRODUCTION TO MIS AND HIS(LATEST)

31. UNIT-1: MANAGEMENT INFORMATION SYSTEM (MIS)

- 1.1 Definition of MIS
- 1.2 Why MIS?
- 1.3 Objects of MIS
- 1.4 Layout of MIS
- 1.5 MIS Application
- 1.6 Importance of MIS
- 1.7 Problems with MIS

32. UNIT-2: HOTEL INFORMATION SYSTEM (HIS)

- ~~2.7~~ [Limitations of HIS](#) [2.1 Definition of HIS](#)
- [2.2 Terminology for HIS](#)
- [2.3 HIS Concept](#)
- [2.4 HIS Hardware](#)
- [2.5 Importance of HIS](#)
- [2.6 Limitations of HIS](#)

33. UNIT-3: HOTEL MANAGEMENT SOFTWARE

- 3.1 Definition
- 3.2 Front Office Module
- 3.3 Guest Relationship Management Module
- 3.4 Reservation and Group Booking Management
- 3.5 Housekeeping Management Module
- 3.6 Maintenance Management Module
- 3.7 Banquet Management
- 3.8 Mini Bar
- 3.9 Back Office Module
- 3.10 Payroll
- 3.11 Report Module
- 3.12 Interface

34. UNIT-4: REPORTS

- 4.1 Definition

- 4.2 Room reports
- 4.3 Guest reports
- 4.4 Daily reports
- 4.5 Monthly reports
- 4.6 Yearly reports
- 4.7 Housekeeping
- 4.8 Reservation report
- 4.9 Miscellaneous report
- 4.10 Direct billing report
- 4.11 Group check in report
- 4.12 Uses of reports

HMP22---Legal Laws in Hotel Industry

35. UNIT -1: INTRODUCTION AND LEGAL SOURCES

- 1.1 Law - Meaning and Definition
- 1.2 Evolution and Sources of Indian Law
- 1.3 Classification of Law

36. UNIT -2: LAW - MEANING AND DEFINITION

- 2.1 Indian Contract Act, 1872
- 2.2 Sale of Goods Act, 1930
- 2.3 Negotiable Instruments Act, 1881
- 2.4 Consumer Protection Act, 1986
- 2.5 Environment Protection Act, 1986

37. UNIT -3: INDUSTRIAL LAW

- 3.1 The Shops and Establishment Act
- 3.2 The Factories Act, 1948
- 3.3 The Industrial Dispute Act, 1947
- 3.4 The Payment of Wages Act, 1936
- 3.5 The Minimum Wages Act, 1948
- 3.6 The Worker's Compensation Act, 1923
- 3.7 The Employee's Provident Fund Act, 1952
- 3.8 The Payment of Gratuity Act, 1972
- 3.9 The Payment of Bonus Act, 1965
- 3.10 The Trade Union Act, 1926

38. UNIT -4: HOTEL LAWS, ENVIRONMENTAL LAWS AND LODGING RATE CONTROL

- 4.1 The Delhi Rent Control Act, 1958

- 4.2 Hotel Licensing Acts
- 4.3 Norms for Classification of Hotels
- 4.4 The Air (Prevention & Control of Pollution) Act,1981
- 4.5 The Water (Prevention and Control of Pollution) Act, 1974.
- 4.6 The Environment (Protection) Act, 1986

39. UNIT -5: FOOD & LIQUOR LEGISLATION

- 5.1 Food Safety and Standards Act, 2006
- 5.2 Liquor Legislation
- 5.3 Municipality Health Laws

HMP30---Presentation/ Seminar

HMP 23 - FRENCH

Unit 1: The Introduction

Alphabets; Vowels; Accents and orthographic signs; Use of capital letters; Pronunciation; Liaison

Unit 2: Numbers

Ordinal; Fractions; Cardinal

Unit 3: Time and Calendar

Time; Date; Names

Unit 4: Articles

Indefinite articles; Definite articles; Partitive articles; Contracted articles

Unit 5 : Nouns

Vegetables and Fruits; Seafood; Meat and poultry; Kitchen equipment; Basic vocabulary; Rules for noun

Unit 6: Adjectives

Demonstrative adjectives; Interrogative adjectives; Possessive adjectives; Qualities; Colors; Rules for adjectives

Unit 7: Verbs

Phrase to a question; Est-ce-que; Inversion; Question vocabulary

Unit 8: Interrogation

Phrase to a question; Est-ce-que; Inversion; Question vocabulary

Unit 9: Salutation

Formals and informal greetings

Unit 10: Restaurant Words

Words of restaurants; Hotel amenities; Wants and needs

Unit 11: Conversation

To meet someone; To present/introduce oneself; At the hotel; At the restaurant

Unit 12: Negative

Negative; Basic vocabulary

Unit 13: Miscellaneous Words

Miscellaneous Words

HMP 24

Unit 1: Accommodation Services

Kinds of Accommodation; Hotel Classification; Establishment Size; Complaint Handling; A Model Complaint Process

Unit 2: Operational Planning

Guestroom Layout and Amenities; Quality Control in Housekeeping; Types of Cleaning; Staff Scheduling; Flower Arrangement

Unit 3: Furniture, Fixtures, and Fabrics

Design; Understanding Fabrics and their Use; Flooring; Wall coverings; Furniture; Fixtures and Fittings; Purchasing considerations of Fabrics and Furniture

Unit 4: Linen Room and Laundry

Activities of Linen Room; Location and Planning of Linen Room; Selection Criteria and Purchase for Linen Items; Linen Cycle; Control of Linen; Uniform Room; Laundry; Location and Layout Laundry; Types of Laundry Equipments; Laundry Agents; Process of Laundering

Unit 5: Maintenance and Security Services

Maintenance; Maintenance and the Environment; Pest Control; Security System; Keys and Key Control

Unit 6: Healthy, Safe, and Secure Working Environment

Occupational Safety; Safety and Security Risks for Customers; Health and Safety Risks for Housekeeping Employees; Security of Customers and their Assets; Prevention and Legislation; Risk Assessment; Safety at Hotel's Leisure Facilities

HMP 25

Unit 1: Culinary Terms

Culinary Terms

Unit 2: Rechauffe Cookery

Utilization of Leftovers; General Directions for Reheating of Food

Unit 3: Salads

Salad Preparation, Composition, Selection, and Presentation; Salad Dressings

Unit 4: Sandwiches

Classification of Sandwiches; Different Parts of a Sandwich; Presentation Styles; Guidelines for Sandwich Preparation

Unit 5: Poultry/Game Cookery

Poultry Cookery; Game Cookery; Meat Cookery; Egg Cookery

Unit 6: Theory of Bakery

Baking: Art or Science?; Principles of Baking; Formulae and Measurements; The Baking Process; Equipments Used in Bakery; Ingredients Used in Bakery; Yeast Products; Bread Making; Cookies; Cakes; Pastries; Cold & Frozen Desserts; Dessert Presentation; Creams and Custards; Fillings; Meringues; Sugar Cookery; Chocolate Cookery

Unit 7: Basic Pasta

Definition of Pasta; Composition and Structure of Pasta; Types of Pasta; Making Pasta

Unit 8: Convenience Foods

Role of Convenience Foods; Advantages and Disadvantages of Convenience Foods; Guidelines for Handling Convenience Foods; The Future of Convenience Foods; Scientific and Nutritional Aspects of Convenience Foods

Unit 9: Coloring in Foods

Difference between Artificial Colors and Natural Colors; Natural Pigments; Non-certified Colors for Food Processing Applications

Unit 10: Preservation of Food

Significance of Food Preservation; Chemical Preservatives; Preservation by High Temperatures; Pasteurization; Canning; Preservation by Low Temperatures; Freezing; Preservation by Drying and Dehydration; Preservation by Irradiation; Ultraviolet Irradiation; Smoking

Unit 11: Milk & Milk Products

Nutritional Value of Milk; Composition of Milk; Processing of Milk; Milk Products; Storage of Milk; Milk in Cookery; Lactose Intolerance; Cheese; Creams

Unit 12: Specialized Operations

Fast Food; Development of Fast Food in India; Reasons for the Popularity of Fast Food Outlets; Fast Food Items; Demerits of Fast Food; Outdoor Catering; Other Catering Operations

HMP 26**Unit 1: Property Management**

System Interfaces; Point-of-sale Systems (POS); Cash Accounting Systems (CAS) and Guest Information Systems

Unit 2: Food and Beverage Management Applications

The food & beverage function; Responsibilities of the food and beverage manager; Constraints on food beverage management; Developing catering policy; Competencies for Food and Beverage Management Applications; Food Production Management; Beverage Management; Recipe Management / Sales Analysis; Percentage Method

Unit 3: Food and Beverage Applications

Juices; Vegetable Juices; POS Order – Entry Units; Competencies for Point-of-Sale Technology ;Point-of-Sale; Point-of-Sale Entry Units; Back-of-the-House Systems; Wireless POS Options; Catering and Convention POS Systems; POS Software; Order Processing; Upgrade Ability

Unit 4: Accounts Applications

Accounts Receivable Module; Payroll Module Inventory Module; Marketing and Hotel Sales Statistics

Unit 5: Selecting and Implementing Computer Systems

Analyzing Current Information Needs; Collection Information of Computer Systems; Installation Factors

Unit 6: Front Office Systems

Reservations; Billing; Front office management – Information; Guest History Guest Relation; E- Commerce; Charting credit policies/floor limits and billing procedures; Handling Travelers cheques, foreign currencies, credit cards, and fake currencies; MIS and related graphs/Segmentation; SWOT Analysis and action plan

Unit 7: Food and Beverage Costing

Food costing; Liquor Costing; Recipe costing; Sales analysis

Unit 8: Banquet Management

Banquet Management Methods; Banquet Management – Features; LUCID Banquets; Reports; Hall Chart Maintenance; Challan/Bill Printing

HMP 27**Unit 1: Hierarchy, Duties and Responsibilities of Hotel Staff**

Organization of the Hotel; Staff Hierarchy, lines of Authority and areas of responsibility; Vertical and horizontal coordination within and outside the Department; Areas of responsibility of the Housekeeping Department; Duties of staff at the managerial level; Duties of staff at the Operational level; Duties of staff at the supervisory level

Unit 2: Room service and their Amenities and Cleaning Department

Types of Rooms and suites; Various status of Rooms; Amenities provided in standard, superior and deluxe rooms; VIP amenities; Bathrooms; Lounges; Room Service and Cleaning Department; General principles of cleaning; Cleaning Schedules; Daily, weekly and Spring Cleaning; Morning and evening service; Daily cleaning in a Department room; Planning a weekly cleaning schedule; Public area cleaning methods and Schedules

Unit 3: Planning and their Trends

Planning a weekly cleaning schedule; Public area cleaning methods and Schedules; Planning Trends in Housekeeping; Planning Guest Rooms; Planning for the provision of leisure facilities for a guest; Lighting concepts and planning

Unit 4: Handling, Training and Selection Procedure

Training; Training, Development and Education; Importance of Training; Need/ Purpose for Training; Benefits of Training; Training Objectives; Stages in Training; Training Methods; Training Methods in Hospitality

Unit 5: Counseling and Appraisal Techniques

Counseling Techniques; an Introduction; Employee Separation / Employee Counseling; Employee Separation Management System; Performance Appraisals Techniques

HMP 28**Unit 1: Conveying Environmental Issues**

The Concept of Environment; Tourism and Environment; Current Environmental Issues; Environmental Sustainability; Energy Efficiency; Waste Management; Water Resource Management; Sustainable Purchasing Policy; Recycling and Reuse; Conveying Environmental Awareness to Employees and Guests; Need for

Awareness; Awareness-Raising and Training of Staff; Conveying Environmental Issues to Guest; Eco-label - A New Perspective; Strengthening and Continuous Improvement

Unit 2: Waste Management

Types of Waste; Types of Waste Produced in Hotels; Benefits of Effective Waste Management; The Issue - Waste Management; Organizing a Waste Management Program; Preparation of Waste for Collection and Recycling

Unit 3: Energy Efficiency

Energy; Energy and the Hotel Industry; Energy Efficiency Technology; Eco-Labels and Eco-Certificates; Investment on Energy Efficiency; Ideas to Increase Energy Efficiency in Hotels

Unit 4: Water Management

Water and the Environment; Water Usage in Hotel; Water Conservation; Water Conservation Program for Hotels; Water Management Techniques

Unit 5: Green Purchasing

Eco-efficiency; Eco-friendly Products; Assessing need of Eco-friendly Products; Hotel to Ecotel; Eco-efficient Green Purchasing; Using Eco-friendly Products

Unit 6: Environment Management System (EMS)

Benefits of Environmental Management; Implementing EMS; Waste Management Hierarchy versus Integrated Waste Management or EMS; Internal Environment-Related Communication, Delegation, and Training; Department-wise Checklist for Environment Management; EMS in the Future

HMP31---Project Program Work
