

**PERIYAR UNIVERSITY
SALEM - 636011**



**PERIYAR INSTITUTE OF DISTANCE EDUCATION
(PRIDE)**

P.G.DIPLOMA IN HOTEL MANAGEMENT AND TOURISM

PGDHMT

NON-SEMESTER

REGULATION AND SYLLABUS

**(EFFECTIVE FROM THE ACADEMIC YEAR 2007-2008
AND THEREAFTER)**

1.ELIGIBILITY FOR ADMISSION

Graduation in any discipline from a Recognised university

(Or)

Three year diploma in Hotel Management and Catering Technology (10+2+3pattern) awarded by Directorate of Technical Education or National Council for Hotel Management and Catering Technology , New Delhi

2. DURATION OF THE COURSE:

The course for the post graduate Diploma in Hotel Management and Tourism shall Consist of one Academic Year.

3. ELIGIBILITY FOR THE P.G.DIPLOMA

A Candidate shall be eligible for the P.G.Diploma in Hotel Management and Tourism if he/she has satisfactorily undergone the prescribed course of study for a period of less than one year and passed the examinations in all papers.

4. MEDIUM OF INSTRUCTION: ENGLISH

5. COURSE OF STUDY:

The Course of study shall comprise instruction in books prescribed from time to time

1. Food Production
2. Food and Beverage Management
3. Front office Management
4. Accommodation Operation Management
5. Hotel administration
6. Principles of Tourism
7. Tourism Marketing Management
8. Hotel Information Technology
9. Practical I : Food Production
10. Practical II : Room Division Management
11. Practical III : Food and Beverage Management
12. Practical IV : Hotel Information Technology

6. EXAMINATION

The examination shall be three hours duration to each paper at the end of the year . The Candidate failing in any subject(s) will be permitted to appear for each failed subject(s) with the subsequent examinations. Practical examination should be conducted at the end of the year .

7. SCHEME OF EXAMINATION :

The scheme of Examination shall be as follows

S.No	Paper Code	Title of the Year	Exam Duration	Maximum Marks
1		Food Production	3	100
2		Food and Beverage Management	3	100
3		Front Office Management	3	100
4		Accommodation Management	3	100
5		Hotel Administration	3	100
6		Principles Of Tourism	3	100
7		Tourism Marketing Management	3	100
8		Hotel Information Technology	3	100
9		Practical I:Food Production	3	100
10		Practical II : Room Division Management	3	100
11		Practical III: Food and Beverage Management	3	100
12		Practical IV:Hotel Information Technology	3	100

8. QUESTION PAPER PATTERN

(a) THEORY

Time : 3 hrs

Max.Marks: 100

Part –A (5X5 = 25)

(Answer All Questions)

(Two question from each unit with internal choice)

Part – B : (5X15 = 75)

(Answer All Question)

(Two Question from each unit with internal Choice)

(b) PRACTICAL

Practical I : Food Production

Time : 3 hrs

Max.Marks : 100

Distribution of the Marks

(i) Written Procedure (indent writing & plan of work)	10 Marks
(ii) Preparation of four Course Menu & Presentation	50 Marks
(iii) Dress Code Skit	10 Marks
(iv) Practical Record(Compulsory)	20 Marks
(v) Viva Voce	10 Marks

PRACTICAL II : ROOM DIVISION MANAGEMENT

Time : 3 hrs

Max.Marks : 100

Distribution of the Marks

(i) Written Procedure	30 Marks
(ii) Practical	30 Marks
(iii) Dress Code	10 Marks
(iv) Practical Record(Compulsory)	20 Marks
(v) Viva Voice	10 Marks

PRACTICAL III : FOOD AND BEVERAGE MANAGEMENT

Time: 3 hrs

Max.Marks:100

Distribution of the Marks:

1.Written Procedure	30 Marks
2.Practical	30 Marks
3.Record	20 Marks
4.Dress Code	10 Marks
5.Viva Voice	10 Marks

PRACTICAL IV : HOTEL INFORMATION TECHNOLOGY

Time : 3 hrs

Max.Marks : 100

Distribution of the Marks

1.Written Procedure	40 Marks
2.For Listing and debugging	40 Marks
3.For Correct and Formatted out-put	20 Marks

9.PASSIGN MINIMUM

A Candidate shall be declared to have passed the examination in Theory and Practical of study only if he/she scores not less than 50 marks out of 100 in the university examinations

10. CLASSIFICATION OF SUCCESSFUL CANDIDATES

Candidates who secure not less than 60% of the aggregate marks in the whole examination shall be declared to have passed the examinations in First Class .All other Successful Candidate shall be declared to have passed in Second Class.Candidates who obtain 75% of the marks in the aggregate shall be deemed to have passed the examination in First Class with Distinction provided they pass all the examination prescribed for the course at the first appearance.

Detailed Syllabus

Paper – I

Food Production

Unit I

Aims and object of cooking – preparation of ingredients – method of mixing foods – methods of cooking with special applications to meat, fish, vegetables, soups, cheese, pulse and egg cookery.

Unit II

Designing kitchen: Designing for study Layout of kitchen – work centre in the kitchen layout – storage in kitchen – Maintenance of kitchen – simple layout plans.

Storage spaces – Location of storage spaces – Types of storages – planning storage spaces – layout sanction – safety and security of stores.,

Kitchen organization in medium and Luxury hotels and responsibilities of kitchen personnels.

Unit III

Sauces – Definition – Functions – classifications – preparation of mother sauces and derivatives.

Salad – Definition – uses – classification – salads dressings – types – uses.

Fish – classifications – selections and identifications of varieties of Fish – methods of cutting – methods of preparation and cooking.

Meat – classifications and selection factor

Unit IV

Stocks – classification and preparation stock –uses

Soups – Classification – method of preparation

Regional cooking:

Indian Culinary terms – basic masalas and gravies – tandoori varieties .

South Indian – Tamil nadu – Andhra Pradesh – Kerala and Karnataka – Bengali cuisine –Maharastra and Gujarathi-Mughal and Punjabi – examples of Menu and history

Unit V

Ingredients used in Bakery and confectionary and its types – production of Bread –Methods of Bread making – Bread faults – ingredients used in confectionary products – Types of sponge – production of sponge cake – methods of cake making cake faults – pastes –short crust –puff – flaky and their preparations

Western culinary terms: Characteristics of International Cuisine – French – Italians Spain – Chinese – Ceylon – thai – Mexican etc...

References:

- 1.Modern Cookery for teaching and Trade – Vol – I & Vol – II – Thangam Philip (Oriental Longman – Publications)
- 2.Theory of Cookery – S.k.Arora – (Frank Bross & Company ltd)
- 3.Practical Cookery – Cesarni & Kinton
- 4.Theory of Catering- Cesarni & Kinton
- 5.Practical Baking – William .j.Sulkan

(Van nostrand Reinhold Publication)

Paper – II

FOOD AND BEVERAGE MANAGEMENT

Unit-I

Classification of Catering establishment – commercial transport , welfare , Industrial and institutional establishment – salient features and carrer opportunities

Types of Food and Beverage service outlets and their features – Styles of food service.

Organisations of Restaurant – Duties and Responsibilities of personnals – Attributes of a waiter – Restaurant Mise – en- place and mise – en- scene

Unit – II

Restaurant equipments – specifications and uses – crockery , cutlery , glassware , Liner , furniture and special equipment

Rules for laying table – waiting at a table – Restaurant mise –en- place and Mise – en - scene

Menu – Definitions – Types – courses of French Classical menu planning for food and beverage serve outlet and various occasions.

Garnishes and accompaniment for various courses.

Unit –III

Room Service – types of Room Service – centralized and De Centralized –Banquet – type of banquet – seating arrangement – function prospectus.

Tobacco – Cigar – types , classification according to color , strength and countries producing tobacco

Control Systems – Necessity of good Control Systems – functions of Control Systems – Types of K.O.T. Duplicate and Triplicate checking System

Unit IV

Beverages – Introduction – functions – classifications Alcoholic and Non – alcoholic Beverages .

Non- alcoholic Beverages – Production of coffee , tea , cocoa – Brands – Types of Coffee and Tea.

Wines – Introduction to wines – wine manufactures – types of grapes used in wine productions-classification of wine with examples – wine of France , Germany , Italy , Portugal , Spain and other Countries – Production of Champagne.

Unit V

Production of liquor such as Whisky , Beer Brandy , Rum , Gin , Liqueur, Brand Names – Cocktail Receipe

References:

1. Professional Food and Beverage Service Management – Brian Verghese (Macmillaon publications)

2. Food and Beverage Service Training Manual – Sudhir Andrews
(Tata Mc-Graw Hill)
3. Food and Beverage Service – Lilli Carp
4. Modern Restaurant Service – john Fuller.

Paper III

FRONT OFFICE MANAGEMENT

Unit – I

Hospitality Industry – Introduction – origin – nature – history – various department of a Hotel – Activities of major Revenue producing minor revenue producing and non revenue producing departments – co-ordination of front office with other departments – Importance of Front office in Hotel –classification of hotel – classification with specific reference to Indian (Star System)

Unit II

Front office – functions – various sections – staff organizations – Duties and responsibilities – selection of staff – rules of the house for the front office staff.

Communication – Importance – types – methods merits – barriers .
Types of Food plans – Tariff Structure.

Unit III

Front Office Guest Handling – Pre-arrival – Reservation – Function – Importance – modes – channel – types – handling –proforma chart – system – Equipments – arrival – preparation – receiving of the guest – registration procedure method – concept – various registration – Rooming a guest – Departure procedure.

Unit IV

Bell desk – function – left luggage Procedure – various registers – equipments – Mail handling message handling – safety deposit – incentives – guest history – Business centre

Unit V

Guest Accounting – Guest Ledger- City Ledger- Vouchers – Duties of cashiers – cashiers report - presentation of bills –settlement of bill credit mode – credit monitoring – night auditor – role of night auditor – Night – auditing process – preparing night audit-occupancy ratio – yield management – Role of compulsion.

Reference Books:

1. Front office Management – susilkumar Bhatnagar .
- 2 Hotel Front Office Training Manual – sudhir Andreuss (Tata Mcgraw Hill Publications)
3. Front Office Procedures – Micheal L. KAsavani & Richard .M.Books – (A H S M A Publications)
4. The Hotel Receptionist – Grace Paige & Jane Paige (Elbs Publications)

PAPER – IV

ACCOMMODATION MANAGEMENT

Unit – I

Introduction to House Keeping Department – Objectives – Organizational Hierachy of House Keeping department – Type of Hotels- Types of rooms – Duties and responsibilities of executives house keeper – duties and responsibilities of other house keeping personnels Inter relationships with other departments.

Unit –II

Cleaning equipments – classifications – selection criteria – care – use and storage of above equipments cleaning agents – types – selection criteria – uses and storage of above equipments cleaning agents – Maids service room – layout and essentials features .

Maids Trolley – layout and uses Lost and found procedure.

Unit – III

Definition – layout of Linen room and uniform room , equipment and accessories for Linen and uniform room – storage and Tips – Types of Linen and uniform - Parstock and Inventory control – Laundry service – valet service – laundry process - stain and stain removal

Unit – IV

Bed making procedure – Evening attention Flower arrangement – material used – types of arrangements – principles involved in flower arrangement.

Interior Decoration – principles of design color and its role in décor – lighting and lighting fixtures – floor finishes – carpets furniture and furniture fittings.

Unit V

Cost control – definition – budgeting – how to prepare budget – capital budget – operational budget – budgetary control

Safety and security- safety awareness and accidents preventions – Fire safety and fire fighting equipment First aid – crime prevention – Dealing with emergency situation

Reference Books:

1. Hotel House Keeping Training Manual – Sudhir Andrews (Tata Mc-graw hill Publication)
2. Hotel Hostel and hospital house keeping – joan Branson , Margaret Lennor .
3. The Art of Flower arrangement – RekhaBarni
4. Professional Management of House Keeping Operation – Robert J.Martin
5. Accommodation Operation Management – SK Kaushal & S.N. Gautham (Frank Bros & Co).

PAPER – V

HOTEL ADMINISTRATION (THEORY)

Unit I

Management – Definition – General Manager – Duties and Responsibilities – Difference between Administration and Management – Planning – Organization – Direction – Co-ordination – Motivation (Maslow Theory) – Communication.

Unit – II

Human Resource Department – Role of function of HRD – Human Resource Planning – Job Analysis (specification & Description) – Recruitment – Selection and Training – Wage and Salary **administration**

Unit –III

Financial & Management Accounting – Basic Accounting Concept , Financial statement , Fund Flow Analysis – Cash flow analysis (Basic Concept Advantage , disadvantage) Budgetary Control – Meaning – Classification (Simple Problem in Cash Budget & Flexible Budget – Cost – Costing – Cost Accounting – Classification – Cost Sheet.

Unit – IV

Sales & Marketing – Concept of Marketing – Marketing Mix – Product – Product Pricing & Development – Product Life Cycle – Pricing – Types of Pricing – Factors affecting Pricing – Channels of Distribution – advantage,disadvantage- Promotion – Objectives of Promotion – activity – Marketing Strategy.

Unit – V

Entrepreneurship – Types – classification – Entrepreneurship development – Project Report – Institutional Finance to Entrepreneurs (ICICI, IDBI, IFCI, UTI, NABARD, etc.,)

Reference Books:

1. Catering Management – An Integrated Approach – Mohini Sethi & Surjeet Malhan (Wiley Eastern Publications)
2. Introduction to Management in Hospitality – Tom Powers
3. Sales and Marketing for Hotels , Motels and Restaurants – Jag Mohan Negi.
4. Marketing Management – Philip Kotler
5. Principles of Management – Dr.P.C.Sekar (Enpee Publications)

PAPER – VI

PRINCIPLES OF TOURISM

Unit – I

Introduction – Tourism origin and development – various kinds of tourism – basic components and elements of tourism – Recreational – Rest – Motivation – Health – Family Professional – Tourism.

Unit – II

Tourism Product

Historical development and geographical features of India – Indian Culture – Religion – Ritual – Brief and practices – cultural Tourism – Fair , Festival , Handicrafts , Dance , Music – Regional language – population .

Tourism Development

Objectives – Benefits – Effect – Farm Tourism , Rural Tourism , Urban Tourism , Major Attraction – special features – social Environment effect of tourism.

Unit – III

Travel Agent & Tour Operation

Introduction – Travel Agent – Transport Tour Operator Sources of Transportation – Air – Road –Sea . Travel agent – organizational structure – role – approval from department of tourism – travel document – Formalities – World travel laws – tour operations – itinerary computerized reservation system.

Unit – IV

Tourism management – introduction – importance of decision making and management – types – quantitative decision making tools .Types

of organization and management – levels of management and organizational chart.

Unit – V

Foreign Collaboration in Hotel and Tourism Industry

International Cooperation and Collaboration – Lease and Agreement ,

Franchise management - contract and chain operation.

REFERECE BOOKS

Jagmohan Negi , International Travel & Tourism Travel Sultan

Publish and Chanol Publication

Jagmohan Negi , Travel & Tourism Management Himalaya

Publications

S.K.Bhatia – Tourism Management.

PAPER – VII
TOURISM MARKETING MANAGEMENT

Unit – I

Meaning and Nature of Tourism : Defining Tourism , Basic Components of Tourism , Elements of Tourism , Role of Hospitality Classification of Tourism , - Social Tourism – Defining Social Tourism , Role of state in promoting social tourism.

Unit – II

Transport system and their role in growth of Tourism
Road Transport , Air Transport , Jumbo Jets and Mass Tourism . Rail Transport , Advent of high speed trains , Sea Transport.

Unit – III

The Role of Travel agency – Thomas cook as travel agent , The grand Circular tour , The American Express Company , Profile of modern travel agency , the tour operator , Group inclusive tour , Travel Organisation

Unit – IV

Tourism planning and development ,planning for tourism , coordination in planning , Tourism demand and supply , Environmental Planning , Importance of Tourism Planning

Unit – V

Marketing for Tourism – Introduction , Marketing for Tourism , Marketing Management , Marketing planning , marketing mix , the future of tourism

REFERENCE

1. A.K.Bhatia . International Tourism fundamental & Practices .
New Delhi, Sterling Publishers Private Limited 1996
2. A.K.Bhatia . Tourism Developemnt Principles and Practices.
New Delhi, Sterling Publishers Private Limited 1996.
3. Chris Cooper , John Fietcher , David Gilbert and Stephen Wan
Hill . Tourism Principles & Practices : London : ELBS . 1993.

PAPER – VIII

HOTEL INFORMATION TECHNOLOGY

Unit – I

Introduction to Computer, Types of Computer – Digital and Analog , Generation of Computer ,. Computer Organisation – Input / Output device – CPU , Memory device , Preprocessor – Keyboard – and functions of keys , printers and its type , MS-DOS – Dir , Creating Dir , Changing Dir , Rename , Copy , Delete Files.

Unit – II

Introduction to Windows 2000 , Win Graphical User Interface (GUI) , Multitasking , using Short menu , using Windows Explorer , adding and removing Programs , Starting and Quitting a Program , Managing a files and Folders , Customizing the Desktop Files – Control Panel – Customizing Screen Display – Setting Date and Time- Adjusting the Mouse – Quitting Windows , Recycle bin .

Unit – III

Ms-Word – Starting Word , Part of Word Windows , Creating and Editing a Document , Saving a Word Document, Previewing and Printing a Document , Creating Table and Working with Graphics.

Ms Excel – Introduction , Starting Excel , Parts of Excel Window , Working with Spreadsheet with formulas , Functions , Graphs and Charts.

Ms Power point – Creating Slides , Slide Show Presentation , Slide Transition and animation Effects

Unit IV

Internet and email – Introduction , Web Browser , Web Servers, Search Engine , Online and Offline web Browsing , HTTP , WWW , Internet Explorer , Browsing Important Internet Sites , Individual Account Creation – Creating a Mail ID , Sending and Receiving mails , Sending attachments.

Unit – V

Introduction to billing machine , Usage , Advantages and Disadvantages .Application of Billing Machine and Computer in Hotels. Presenting of Billing Machine- PLU programming ,Stoch Entry , - Report entry – Software used in hotels – FIDELO , Caterpillar ,point of scales based on DOS and Windows related to user and Supervisor of Hotels .

REFERENCES:

1. Karthigeyan , P.C.(2002) , Software for Office automation (MS office) for private Circulation , Gobi Arts and Science College , Gobichettipalayam , Erode.
2. Sanjay Saxena(2000) , Ms office to everyone , Vikas Publishing house PVT ltd
3. Alexis Leon and Mathews Leon (2000) , Introduction to Computers with Ms office 2000, Tata Mc Graw Hill Publishing Company Ltd , New Delhi
4. Harley Halm (1997) , Internet – Complete Refrence , Tata Mc Graw Hill Publishing Company Ltd , New Delhi.

PRACTICALS

PRACTICAL - I

FOOD PRODUCTION

Demonstration on Various Cutting of Vegetables

PREPARATION :

Soups	:	4 types
Salads	:	4 Nos.
Vegetable	:	10 varieties
Meat & Poultry	:	10 Varieties
Fish	:	5 Varieties
Basic Masalas/Gravies	:	Red Gravy Green Gravy Brown Gravy White Gravy Khadai Masalas
Benagali Menu	:	1 Nos
Punjabi Menu	:	1 Nos
Gujarathi Menu	:	1 Nos
Mughal Menu	:	1 Nos
Tamilnadu Menu	:	1 Nos
Andhra Pradesh Menu	:	1 Nos
Karnataka Menu	:	1 Nos
Kerala Menu	:	1 Nos

Dishes from Italy, France, Mexico, and China

PRACTICAL - II
ROOM DIVISION MANAGEMENT
FRONT OFFICE

1. Formats of various stationeries used in Front Office Operations
2. Handling Reservation Procedure
3. Registration Procedure
4. Procedure to be followed while handling foreign Currency ,
Credit Card and Travellers Cheques
5. Knowledge of Places of Tourism interest

PRACTICAL III
ACCOMMODATION MANAGEMENT

1. Knowledge of cleaning equipment and cleaning agents
2. Procedure to be followed in daily room Cleaning
3. Bed making Procedure vacant room , Occupied rooms ,vacated
room
4. Basic principles of flower arrangement
5. Cleaning of various surface.

PRACTICAL –IV
FOOD AND BEVERAGE MANAGEMENT

1. Preparation of Restaurant
2. Identification of Food and Beverage Service equipment
3. Laying of Cover – Table d’hole, Alacarte and Breakfast menu
4. Waiting at Table
5. Service of Alcoholic Beverages .Such as Wines , Spirits ,
Liqueur and cocktails
6. Service of Cigars and Cigarettes

7. Compiling of French Classical Menu with Appropriate food and Wine Accompaniments

PRACTICAL V

HOTEL INFORMATION TECHNOLOGY

MS.DOS

Working on Internal and External Command – Director - : Creation / Change /Rename & Rename – Copy within Direct / Hard disk to floppy / - Floppy to hard disk – deleting

WINDOWS

Introduction – Start menu /programs /control panel/types of files – opening and closing of windows shutdown /reboot/logoff/ window explorer /my computer /calculator /cut/copy /paste.

MS.WORD

1. Create a document , save it and edit the document as follows
2. Find , Replace options
3. Cut , copy ,paste option
4. Undo , Redo option
5. Change character size using the font dialog box
6. Formatting paragraphs and line spacing using bullet and numbering in paragraph
7. Using tab settings , enhancing the document
8. (Leader , Footer , page setup , Border , opening and closing tool bar , print , preview)

M.S.EXCEL

1. Create a Work Sheet .Moving /Copy inserting and deleting rows and columns (Usage of cut ,paste command ,copying a range of

data , copying a single cell ,filling up a cell undo command
inserting a row , column – deleting row and column)

2. Formatting a Work Sheet
3. Creating Chart – using chart Wizard (5steps)
4. Changing the chart type (pie,bar,line)
5. Inserting titles for the Axis X,Y
6. Changing Colours , Printing Chart
7. Using date time and Math Functions
8. Entering Current Due
9. Using Data Arithmetic (adding and Subtracting dates)
- 10.Data Functions(Day , Month , Year)
- 11.Using Time Functions (Hour , Minute,Second)
- 12.Mathematic Functions- Sum , Count , Average
- 13.Max-Min

POWER POINT

1. Creating a presentation using content Wizard
2. Different Views in Power Point Presentation
3. Setting Animation Effect
4. Grouping
5. Ungrouping
6. Crapping power point objects
7. Printing a presentation /Improving
8. Exporting Files – Creating an Organization Chart in Power Point.