

## I Semester

### DSC 1: FRONT OFFICE

Semester: 1<sup>st</sup> Sem

Total Number of Lecture Hours: 56

No. of Credits: 04

Exam Hours: 03

IA Marks: 40

Exam Marks: 60

---

#### **Unit I Introduction to Hotel Industry**

**12 Hrs**

Introduction, Hospitality Industry & Origin, Tourism Industry & its Importance, International Tourism: Inbound, Outbound, Domestic Tourism, Hotel- Its meaning, Origin, Growth & Development of Hotel Industry Classification & Categorization of Hotels

#### **Unit II Hotel Organization**

**12 Hrs**

Introduction to Front Office, Basic Activities of Front Office, F. O. Layout & Equipments, Attributes of front office staff members, Various Sections of the Department: Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Duties and Responsibilities of front office staff, Organization Structure of the Front Office Department of a 5 & 3 Star Hotel and that of a large & Small Hotel, Role of Key Front Office Personnel with Their Job Description & Job Specification Attributes of a Front Office Personnel, Co-ordination with Various Departments

#### **Unit III Front Office Product**

**10Hrs**

Types of Rooms, Types of Room Rates, Types Of Plan, Room Status.  
Guest Cycle: Pre-arrival, Arrival, Occupancy, Departure.

#### **Unit IV Lobby And Bell Desk Operations**

**10 Hrs**

Layout of the Lobby, Concept of Uniform Services & It's Functions, Layout and Equipment of Desk, Luggage handling Procedure on guest arrival – FIT, VIP, and Group, Luggage handling Procedure on guest Departure – FIT, VIP, and Group, Left Luggage procedure, Scanty Baggage procedure

#### **Unit V Reservation Concept**

**12 Hrs**

Meaning of reservation, Importance of reservation section, Types of reservation, Modes and sources of reservation, Different channels of reservation, Tools of reservation, Systems of reservation- diary, Whitney system, computerized system, Confirmation of reservation, Modification of reservation, Cancellation of reservation, Reservation Amendment, Records, Charts, and forms used, Job description and specification –

Reservation Assistant, Group reservation

**Text Books:**

1. Jatashankar Tiwari Front Office Management Oxford University New Delhi
2. Andrews, Sudhir Hotel Front Office Training Manual The Tata M'cGraw Hill New Delhi
3. Kasavana, Michael & Brooks, Richard Managing Front Office Operations AHMA USA

**Reference Books:**

1. Bhatnagar S.K. Front office Management Frank Bros & Co. New Delhi
2. Chakravarti B.K. Front Office Management in Hotel CBS Publisher New Delhi

## **DSC 2: HYGIENE AND FOOD SAFETY**

Semester: 1<sup>st</sup> Sem

Exam Hours: 03

Total Number of Lecture Hours: 56

IA Marks: 40

No. of Credits: 04

Exam Marks: 60

---

### **Unit I Introduction to Hygiene and Sanitation**

**12 Hrs**

Introduction, Importance of hygiene in catering establishments, Sanitation and its importance, Contamination and Spoilage, Contamination and food spoilage, Conditions which lead to spoilage, Signs of spoilage in various foods, Microbes and their role in food spoilage, Factors affecting and controlling microbial growth, Food borne illness.

### **Unit II Purchasing, Receiving And Storage Of Foods**

**12 Hrs**

Procedures while purchasing and receiving foods, Importance of storage of food, Points to be considered while storing food, Classification of food according to ease of spoilage, Storage of leftover food, hot food and cooling of foods, Various storage zones-dry, refrigerator, freezer- special reference to temperatures, Sanitary procedure followed while preparing and storing foods.

### **Unit III Management of Equipment And Waste**

**12 Hrs**

Types of soil, Cleaning science-equipments, chemicals, water, Dish washing equipments- manual and mechanical, Food contact surfaces advantages and disadvantages-wood and steel, Post cleaning storage facilities and cleaning of premises, Waste, types and disposal, organic farming.

### **Unit IV Water, Purification, Filtration and Standards**

**10 Hrs**

Sources of water, Water quality standards(WHO), Purification methods-slow sand, current technologies-zeolite, osmosis.

### **Unit V Safety Management in Catering Establishments**

**10 Hrs**

Accidents -commonly occurring in catering establishments, Preventive methods, Education/training in sanitation, Food safety regulations- food laws, food standards and HACCP.

#### **Text Books:**

1. Food hygiene and sanitation - S. Roday
2. Managing food hygiene - Nicholas John
3. Food hygiene for food handlers - Jill Trickett

**Reference Books:**

1. Principles of food sanitation – Marriott
2. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard.

## **DSC 3: HOUSEKEEPING**

Semester: 1<sup>st</sup> Sem

Total Number of Lecture Hours: 56

No. of Credits: 04

Exam Hours: 03

IA Marks: 40

Exam Marks: 60

---

Unit I Introduction to Housekeeping 10 Hrs

Meaning & Definition, Importance Of Housekeeping, Responsibilities of The Housekeeping Department, Co-Ordination, A Career In Housekeeping.

Unit II The Housekeeping Department 12 Hrs

Organizational Frame Work / Hierarchy of the Department (Small, Medium, Large), Layout (in brief) & Sections of the Housekeeping Department, Role of Key Housekeeping Personnel with their Job Description & Job Specification, Qualities of Housekeeping Staff, Skills of a Good Housekeeper (Managerial, Technical, Conceptual) Inter- departmental Co-ordination.

Unit III Hotel Guest Rooms 12 Hrs

Type of Guest Rooms, Layout of Guest Rooms & Floor Pantry, Furniture, Fixture, Guest Supplies, Amenities in a Guest Room (in brief) Accessories, Housekeeping Parlance & Codes, Bed Making (Traditional & Turndown Service), Daily Cleaning of Occupied, Departure, Vacant, VIP Rooms, Scheduled Cleaning, Spring Cleaning, Evening Service, Systems & Procedure Involved, Cleaning Process, Cleaning & Upkeep of Public Areas (front & back of the house).

Unit IV Cleaning Equipments 12 Hrs

Classification of Equipments, Characteristics of a Good Equipment, Operating Principles of a Good Equipment, Storage, Upkeep & Maintenance of Equipments, cleaning agents, Classification, Use, care & Storage, Distribution & Control, Glossary, cleaning & polishing of different surfaces : Metals , Glass , Plastic , Ceramics , Wood , Leather , Rexene.

Unit – V Housekeeping Control Desk 10 Hrs

Importance, Role & Co-ordination Forms, Formality & Register Used Lost & Found, Role of

Computers, Key Control, Gate Pass. Indenting from Stores.

Linen, Uniform, Tailor Room: Layout, Types of Linen, Sizes, Linen Exchange, Procedure  
Storage Facilities & Conditions, Par stock, Discard Procedure, Re-use of Discards  
Inventory System, Functions of Uniform & Linen Room

Text Books:

1. Hotel, Hospitals and Hostel Management
2. Hotel Housekeeping Management by Sudhir Andrews

Reference Books:

1. Hotel house Keeping By Raghubalan & Smritee Raghubalan
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George.

## **SEC 1: IT APPLICATIONS FOR HOSPITALITY MANAGEMENT**

Semester: 1<sup>st</sup> Sem

Total Number of Lecture Hours and Practical: 42

IA Marks: 20

No. of Credits: 02 (L1-0-P2)

Exam Marks: 30

---

### UNIT :I BASICS OF COMPUTER FUNDAMENTALS AND HOTEL INFORMATION SYSTEMS 5hrs

Benefits Of computers in Hospitality, Basic Computer Organisation, Computer and its components, Basic Internet Service in Hotels and Latest Technological Trends In Hospitality Hotel Information System, Departments in Hotel, Revenue and Non-Revenue Generating Departments Hotel Property Management System, Selecting Hardware and Software and HIS Applications

### UNIT-II COMPUTERISED RESERVATION SYSTEM AND MANAGEMENT INFORMATION SYSTEM

5hrs

Reservation Systems, CRS,GDS, Inter-sell agencies, cluster reservation office, Property Direct Reservation system Internet Distribution System and Reservation Module

4 hrs

### UNIT III: FUTURE OF IT APPLICATIONS IN HOSPITALITY MANAGEMENT:

Case Studies in Usage of IT in Hospitality Management. MIS in Hotels, MIS Design and Function, MIS Evaluation, Software Development Life Cycle and Securities Issues Of MIS

#### **Practicals:**

**28 Hrs**

1. IT in Hospitality Management
2. Computerised Reservation system
3. MIS in Hotels
4. Property Management System.
5. Software Development Life Cycle.
6. Securities Issues Of MIS.
7. Tourism and Travel Information System.
8. Reservation Systems
9. Online Booking System
10. MIS Design and Function

#### **Text Books:**

1. Hospitality Industry Computer Systems – Michael L Kasavana, John J Cahill
2. Managing Computers in the Hospitality Industry –Michael L. Kasavana , John J. Cahill

#### **Reference Books:**

1. Using Computers in Hospitality – Peter O’Connor
2. Computers in Hotels by – Partho Pratim Seal

## **COURSE CODE:OEC: TIME MANAGEMENT**

**NAME OF THE PROGRAM: BACHELOR OF HOTEL MANAGEMENT**

**COURSE CODE:**

**NAME OF THE COURSE: TIME MANAGEMENT**

**COURSE CREDITS 3 Credits**

**NO. OF HOURS PER WEEK 3 Hrs**

**TOTAL NO. OF TEACHING HOURS 42 Hrs**

IA Marks: 40

Exam Marks: 60

**PEDAGOGY:** Classroom's lecture, tutorials, Group discussion, Seminar, Case studies.

**COURSE OUTCOMES: On successful completion Student will be able to:**

- Demonstrate knowledge of and apply the basic principles of productivity to their own life.
- Identify personal priorities and goals.
- Identify how to maximize their time in order to accomplish their goals both personally and academically and professionally.

**SYLLABUS:**

**Hours**

**MODULE-1: INTRODUCTION TO TIME MANAGEMENT**

**08**

Meaning, definition and nature/characteristics of time management; benefits of time management, obstacles of time management, importance of time management; distractions, expectations and urgency

**MODULE-2: TIME TRAPS**

**08**

Biggest time wasters; assumptions of time traps; 14 popular time traps; eradication of time traps with two-column to-do list; Productivity – meaning, definition, significance of productivity, factors affecting productivity; steps to increase productivity.

**MODULE-3: CONNECTING GOALS, OBJECTIVES AND PRIORITIES**

**08**

Meaning and definitions of goals, objectives and priorities; prioritizing with Pareto 80/20 law; connecting goals, objectives and priorities; connecting corporate goals with departmental level – team level and individual level objectives; S-M-A-R-T Objectives, Smart chart.

**MODULE-4: TIME MANAGEMENT FOR STUDENTS**

**08**

Importance of time management for students; impact of time management on academic and nonacademic performance and morale of students; factors acting as time traps/time wasters for students; steps to be followed for effective time management by students

**MODULE-5: EXPERIENTIAL EXERCISES ON TIME MANAGEMENT**

**10**

Making students to identify distractions, expectations and urgency related factors in their personal and academic life).

Making students to identify time traps/wasters in their personal and academic life; and use 'two column to-do list' to overcome them).

Making students to identify s-m-a-r-t objectives pertaining to their personal and academic life and devise a smart chart based on it).

Making students to identify factors acting as time traps and wasters in their personal and academic life, based on which students have to devise time management plan).

**TEXT BOOKS/REFERENCE BOOK:**

1. The time trap – classic book on time management, Alec Mackenzie, Pat Nickerson, American Management Association.
2. The seven habits of highly effective people – Stephen R. Covey, Franklin Covey Company.