

MNPE-09425068494

In Collaboration with

**Karnataka State Open
University**

Manasagangotri, Mysore-6

Syllabus

Certificate in Hotel Management

www.maanarmadaedu.org

Certificate in Hotel Management

Program Structure (Face to Face)

ELIGIBILITY - 10th Class pass under 10+2 system.

COURSE PERIOD: Six Months

TOTAL MARKS: 500

TOTAL SEMESTER: 1

SUBJECT TITLE	SUBJECT CODE	MARKS		
		Theory	Practical	Total
INTRODUCTION TO TOURISM & HOSPITALITY	CHM-101	50	50	100
FRONT OFFICE MANAGEMENT	CHM-102	50	50	100
HOUSEKEEPING	CHM-103	50	50	100
FOOD & BEVERAGE SERVICE	CHM-104	50	50	100
HOUSEKEEPING – I (PRACTICAL)	CHM-105		100	100

1 ST SEMESTER		
CODE	COURSE TITLE	CREDITS
CHM-101	INTRODUCTION TO TOURISM & HOSPITALITY	4
CHM-102	FRONT OFFICE MANAGEMENT	4
CHM-103	HOUSEKEEPING	4
CHM-104	FOOD & BEVERAGE SERVICE	4
CHM-105	HOUSEKEEPING – I (PRACTICAL)	2
TOTAL CREDIT		18

DETAILED SYLLABUS

CHM 101: Introduction to Tourism & Hospitality

Total Credit : 4

Block 1

- Unit 1** Relationship between Hospitality Travel & Tourism Industry
the Understand concepts of and relationships between leisure, recreation, travel and tourism
Define and describe the tourist typologies in relation to supply and demand
- Unit 2** Interrelationships within the Travel & Tourism Industry:
appreciate the significance of the roles played Identify and by the intermediaries within the tourism system and their operational characteristics
- Unit 3** Role of Tour Operators and Travel Agents,
different types of tour operators as well as basic types of Understand organizational structures. Identify tour distribution channels.
- Unit 4** Forces Shaping the Hotel Business.
Evaluate the significance of business plan for tour operators
Understand how to strategically price the tour
Appreciate an administration of tour operation and its environment

Block 2

- Unit 1** Hospitality Industry
Introduction to hospitality industry. Define hospitality industry. Description of latest trends in hospitality industry, Various performance of hospitality industry, Description of different articles of hospitality industry.
- Unit 2** Problems in managing & marketing service business.
Interface between the Marketing and Sales and Product development
Differential pricing & promotion and their effect on growth of SMEs which offer standardised services Strategy for the Reverse Supply Chain : Applicability of the Lean and the Agile Concepts
- Unit 3** Achieving Superior Services.
Four Steps To Consistently Achieving Superior Customer Service
Identify the kinds of people who represent the principal customers for your product or service. Train your staff to apply the Service Tool Kit in accordance with each customer's unique needs
- Unit 4** : Strategic Service Vision and its delivery.
Elements of Strategic Service Vision.
Target Market Segments.

Block 3

Unit 1 : Evolution and growth of Catering

Principles of storages types of stores, layout of dry and cold room, staff hierarchy, guidelines for efficient storage, Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen and cooked food. Advantage of cook freezes over cook chill. Concept, principles, limitations, menus, planning, checklist and precaution

Unit 2 : Accommodation Sector

Need for Hotel Product Brochures, Tariff cards, Types of Guest room and suites, executive floor, or club floor concept. Tariff decisions, Cost and pricing – Hubbart formula, marginal or contribution pricing.

Unit 3 : Defining a Hotel

Defining the term Hotel, History and development of Hotel Industry,

Unit 4 : Classification of Hotels – as per location

Types of hotel, The guest cycle, Front office Systems, Types of room rates, basis for charging room rates.

Block 4

Unit 1 : Levels of service, ownership & affiliation

Introduction, general principles, pitfall to be avoided, Cycle of service, scheduling and staffing, Room service Menu Planning, Forms and formats, order taking, thumb rules, suggestive selling, breakfast cards, Layout and setup of common meals, use of technology for better room service. Pre-registration activities, registration activity, The registration record

Unit 2 :Types of Catering Establishments- commercial, Introduction, Planning & Operating various F & B Outlets and support / ancillary areas, Factors

Unit 3 : Restaurants and welfare segments; Concept, Menu, Space& Lighting, Colors and Market, Restaurant Design team.

Unit 4 : meal & drink experience, Forces shaping Food Services. Food and its relation to health, objectives in the study of nutrition.

CHM 102: FRONT OFFICE MANAGEMENT

Total Credit : 4

Block 1

- Unit 1** The Guest Cycle, Layout of guestroom (Types), Layout of corridor and floor pantry, Types of guest rooms, Furniture/ Fixtures/ Fittings/ Soft Furnishings/ Accessories/ Guest Supplies/ Amenities in a guest room (to be dealt in brief only).
- Unit 2** Functions of Front Office, The guest cycle, Front office Systems, Front office Forms, The front desk.
- Unit 3** Components of Front Office, Equipments, Telecommunication, Property Management System.
- Unit 4** Organization Structure of Front Office in a Large, Medium And Small Hotel, Front office operations, organizational chart, staffing, scheduling, work shift, job specification & job description of front office personnel.

Block 2

- Unit 1** Equipment in Non-Automated & Semi-Automated Front Desks, House keeping control desk, Indenting from stores Inventory of Housekeeping Items.
- Unit 2** Property Management Systems and Equipment, Property Level Reservation Systems, New Developments, Reservation through the Internet.
- Unit 3** Electronic Telecommunications Equipment, Including Fax, Teleprinters, Wireless systems, Line communication systems.
- Unit 4** Voice Mail, Front Office Layouts and Design Alternatives, Front office block diagram and their components.

Block 3

- Unit 1** Reservations and Sales, Central reservation Systems (CRS),
- Unit 2** Use Of Brochures, Tariff Cards, Meal Plans, Factors Influencing Rates, Breakfast - Introduction, Types, Service Methods, a la carte and TDH set ups, Brunch, Lunch,
- Unit 3** Importance of the Reservation Process for Hotel and Guest, Layout of guestroom (Types), Layout of corridor and floor pantry, Types of guest rooms
- Unit 4** Group Booking Sheet, Liabilities of Hotel and Travel Agents with Regards to Cancellation of Groups

Block 4

- Unit 1** The Hotel Dairy System, Whitney Reservation System, Computerized System, Room Availability Records
- Unit 2** Reservation Maintenance – Modifying Reservations, Cancellation Procedures and Policies,
- Unit 3** Reservations Reports – Expected Arrival & Departure Lists,
- Unit 4** Legal Implications, Waiting Lists, Packages, Potential Reservation Problems, Ethical Issues Involved in Reservations

CHM 103: HOUSEKEEPING

Total Credit : 4

Block 1

- Unit 1** Organising Housekeeping Department:
- Unit 2** Desk Control- Records, Registers, Keys, Types and Control of Keys, Lost and Found, Missing and Damaged.
- Unit 3** Cleaning Procedures (Basics, Rooms and Public Area), Characteristics of a good Cleaning agent, PH scale and cleaning agent with their applications.....
- Unit 4** Cleaning Public Areas- Entrances, Lobby, Front Desk, Corridors, Elevators, Public Restrooms, Swimming Pool, Dining and Banquet Rooms, Administrative Office, Exercise Rooms, Employee Rooms

Block 2

- Unit 1** Management of Linen and Uniform: Care of fabrics of different types, typical fabrics used in hotels.
- Unit 2** Classification of Linen, Sizes, Selection Criteria for the Linen Items and Uniform (Functional and Aesthetic Considerations),
- Unit 3** Issuing of Linen and Uniforms, Stock Taking – Procedure and Records, Handling Condemned Linen, Marking and Monogramming
- Unit 4** Laundry and Stain Removal, In-house Laundry v/s contract Laundry: merits & demerits, Head/Steam press, Cooler press, Pressing tables.

Block 3

- Unit 1** Importance and Principles of Laundry, Flow Process of on Premise Laundry, Stages in Wash Cycle, Equipment,
- Unit 2** Layout and Planning of Laundry (Basic Rules), Laundry Flow process, Equipment - Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron,
- Unit 3** Relevance in Laundering, Dry Cleaning, Guest Laundry – Services Offered, Collection and Delivering, Define Stain
- Unit 4** General Rules of Stain Removal, Classification of Stains, Methods of Stain Removal.

Block 4

- Unit 1** Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, Planning for the provision of Leisure facilities for the guest, Boutique hotel concept.
- Unit 2** Different types of Pests found in Hotels, Guest room - added features and modifications,
- Unit 3** Areas of Infection, Prevention and Control of Pests, Public Areas: Wash - rooms, restaurants, main entrance etc. Different types of disinfection materials.

- Unit 4** Responsibilities of Housekeeping in Pest Control, Environmental Services – Nature of the Profession, Elements of the Environment, Ecology and Pollution,
The Housekeeper's role in Environment Concerns

CHM 104: FOOD & BEVERAGE SERVICE

Total Credit : 4

Block 1

- Unit 1** Structure of the F&B Service Department: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F&B Control, Personnel Management in F&B Control.

- Unit 2** Organization Chart, Principal Staff for Various Types of F& B Operations, French Terms Related to F& B Staff.

- Unit 3** Descriptions of Key Staff, Labour cost considerations, Organizational plan, Job Analysis, Forecasting and scheduling of personnel, Standards of performance, Payroll Analysis.

- Unit 4** Attributes of F&B Staff, Inter-Departmental Relationships, Frauds in purchasing, receiving, storing, issuing, preparing and selling stages of F&B Control, prevention of frauds.

Block 2

- Unit 1** **Food & Beverage Service Operations Equipment:**
Usage of equipments, criterion for selection, requirements, quantity and types, Furniture,
Linen, China ware, silverware and glass ware, Disposables, Special equipments and other equipments, Care and maintenance.

- Unit 2** **Food and Beverage Service Personnel:**
Food and beverage service organization (job description & job specifications of F & B service staff), Attitudes and attributes of a Food and Beverage service personnel
Basic etiquette for catering staff, Inter-departmental relationship

Unit 3 The Food and Beverage Service Industry:

Introduction to the Food & Beverage industry, Types of catering establishments, Introduction to Food and Beverage operations.

Unit 4 Food and Beverage Service Areas in a Hotel:

Restaurant, Coffee Shop, Room service, Bars, Banquets, Discotheque, Stillroom, Grill room, Snack bar, Night clubs

Block 3

Unit 1 Meals & Menu Planning:

Definition, importance of balanced diet, RDA for various nutrients, space, gender, psychological state, planning & nutritionally balanced meals based upon the three food groups stem, factors affecting meal planning, critical evaluation few meals served at the institutes,/ hotels based on the principals of the meal planning, calculation of nutritive value of dishes/ meals.

Unit 2 Types of Meals – EMT, Breakfast (English, American, Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, cereals, pulses, milk and milk products, milk borne diseases, Pasteurization, and boiling preservation of milk, eggs, meat varieties,

Unit 3 Tea, Dinner, Supper.-Timings and Dishes Served and Covers, Origin of Menu and Types of Menu, preservatives, cooking poultry, white and red meat, fish, cooking, disease produced by fish, fruit and vegetables, nuts and dried fruits, sweet foods and sweetening agents, spices and condiments, emulsions – colloids, flavor & Browning's.

Unit 4 Courses of French Classical Menu – French Terminology- Sequence,

Block 4

Unit 1 Types of Service:

Unit 2 Self service – Traditional Cafeteria, Free-Flow Cafeteria, Carousel, Vending, Carvery, Buffet, Take-Out, Waiter service – Counter or Bar, Table (American , French, Russian, English).

Unit 3 Food Service Areas & Ancillary Departments & Services:

Unit 4 Services: Specialty Restaurants, Coffee Shop Service, Cafeteria Service, Fast Food Services, Room Service, Banquet Service, Bar Service, Vending Machines (Description, Guest Profile, Service Styles, Staff Required, Ambience, Menu, Price and other Considerations).

CHM 105 : Practical

Total Credit : 2

Block 1

Unit 1 Cleaning Agents and Equipment Identification, Selection, Use and Care, composition, Care and cleaning of Various Surfaces- Metals, Glass, Leather, Plastic, Ceramics, Wood, Floor Finishes and Wall Finishes.

Unit 2 Guest Room Cleaning Procedure Stocking the Cart, Entering the Room, Bed Making, Cleaning Procedure of the Room (Occupied, Vacant and Departure), Guest Room Inspection

Unit 3 Public Area Cleaning:

Unit 4 Corridor, Lobby, Front desk, Elevators, Public Restrooms, Offices.

Block 2

Unit 1 Laundry

Unit 2 Identification of Various Commercial Laundry Equipment, Temperature used as per Various Fabrics While Cleaning, Laundry Symbols and Signs, Stain Removal, Wash Cycle

Unit 3 Definition & Meaning of Public Area

Unit 4 Public Area Upkeep & Maintenance