

MNPE-09425068494

In Collaboration with

**Karnataka State Open
University**

Manasagangotri, Mysore-6

**Syllabus of
Master of Science in Hotel & Tourism
Management**

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Master of Science in Hotel & Tourism Management

<u>Year 1</u>	
Subject Code	Subject
MHT101	HOUSE KEEPING MANAGEMENT
MHT102	FRON OFFICE MANAGEMENT
MHT103	COMMUNICATIONS & SOFT SKILLS
MHT104	ECONOMICS & STATISTICS FOR HOTEL & TOURISM
MHT105	ACCOUNTANCY
MHT106	MARKETING & SALES MANAGEMENT
MHT107	FUNDAMENTALS OF TOURISM & TOURISM PRODUCT
MHT108	TRAVEL AGENCIES & TOUR OPERATORS
MHT109	PRACTICAL

<u>Year 2</u>	
Subject Code	Subject
MHT201	INTERIOR DECORATION
MHT202	HUMAN RESOURCES MANAGEMENT
MHT203	PRACTICAL-1
MHT204	MEHTOD OF RESEARCH AND ANALYSIS
MHT205	FACILITY MANAGEMENT
MHT206	HOSPITALITY LAW
MHT207	MANAGEMENT INFORMATION SYSTEM
MHT208	PRACTICAL

DETAILED SYLLABUS

MHT- 101 : HOUSE KEEPING MANAGEMENT

UNIT I

House keeping department- importance & functions of house keeping department, layout of the house keeping department. Organization of a house keeping department(small, medium & large establishments). Duties of housekeeping staff, relationship with other departments, control desk.

UNIT II

House keeping equipment- equipments used in house keeping, department, selection and care of equipments. Cleaning agents- selection & uses of cleaning agents. House keeping stores- functions and record maintenance. Public area cleaning- procedure of cleaning.

UNIT III

Fabric- basic types and types of weaves- characteristics and uses of usual fabrics. Laundry services- dry cleaning and stain removal, records maintained in laundry, valet services. bed & bedding- size, care & cleaning of beds- bed linen, blankets, bed spreads & mattress, covers & pillow mattresses.

UNIT IV

Floor finishes- points to be considered in floor finishes and types of floor finishes. Carpeting- purpose and points considered while selecting a carpet, cleaning of carpet. Soft furnishing- curtains, blinds, loose covers and cushions. Flower arrangements principles and types of flower arrangements.

MHT- 102 :FRONT OFFICE MANAGEMENT

UNIT I

Front office salesmanship- up selling techniques; upgrading; front office reception as a sales department; guidelines to selling- by telephone, face to face; selling to the business person, conference and group business- how to compete in this market.

UNIT II

Sales relation and social skills- the role of guest relations officer; types of guest problems; skills necessary for dealing with problems; solving problems; handling complaints; course of action to take when handling problems; follow up action; telephone handling skills.

UNIT III

Flow of guest information between sections of front office and other departments; importance of log books, reservations, reception, mail and information, desk, front office cashier, telephones, housekeeping dept., engineering dept., accounts dept., information/bell desk/ concierge: functions of the information dept; handling guest mail, messages, registered and insured mail, guest tickets and special requests, information binder, lobby hierarchy, duties of the bell desk, luggage handling, running errands, vending stamps, scanty baggage guest, control on bell caption, concept of concierge.

UNIT IV

Functions of front office accounting system- guest accounting system; the check out procedure , settlement of guest accounts, late check outs, methods of account settlement and procedures for accepting such settlements.

UNIT V

Credit control- the meaning of credit control; objectives of credit control measures; hotel credit control policy; guest with guaranteed bookings; settlement by corporate

accounts; accounts settled by credit cards, credit control measures required when receiving reservations, credit control measures at check in; credit control measures by other sales department; credit control at check out; after guest departure, preventing skippers- on arrival, during the stay, on the day of departure, the right of lieu.

UNIT VI

Forecasting- importance of forecasting, how to forecast, useful forecasting era; format of reservation forecasts; how to calculate a reservation forecast(room revenue) .

Tariffs- establishing of room rates; the rule of thumb approach; Hubbart formula, differential room rates. Field management- concept of yield management; hospitality applications; measuring yield, formulas.

MHT-103: COMMUNICATION AND SOFT SKILLS

UNIT I

Essentials of Grammar:

- Parts of Speech
- Punctuation
- **Vocabulary Building**
- Phonetics

UNIT II

Office Management:

- Types of Correspondence
- Receipt and Dispatch of Mail
- Filing Systems
- Classification of Mail.
- Role & Function of Correspondence
- MIS
- Managing Computer

UNIT III

Letter & Resume Writing:

- Types of Letters-Formal / Informal
- Importance and Function
- Drafting the Applications
- Elements of Structure
- Preparing the Resume
- Do's & Don'ts of Resume
- Helpful Hints

UNIT IV

Presentation Skills:

- Importance of Presentation Skills
- Capturing Data
- Voice & Picture Integration
- Guidelines to make Presentation Interesting
- Body Language
- Voice Modulation
- Audience Awareness
- Presentation Plan
- Visual Aids
- Forms of Layout

- Styles of Presentation.

UNIT V

Interview Preparation:

- Types of Interview
- Preparing for the Interviews
- Attending the Interview
- Interview Process
- Employers Expectations
- General Etiquette
- Dressing Sense
- Postures & Gestures

UNIT VI

Group Discussion & Presentation:

- Definition
- Process
- Guidelines
- Helpful Expressions
- Evaluation

(Note: Every student shall be given 15 minutes of presentation time & 45 minutes of discussion on his/ her presentation.)

The student will be evaluated on the basis of :

his / her presentation style

Feedback of Faculty & Students

General Etiquette

Proficiency in Letter Drafting / Interview Preparation

The paper is internal and at least 3 tests will be taken. Best 2 of 3 shall account for final grades (70% Test & 30% Presentation)

Reference Books :

1. Business Communication - K.K.Sinha.
2. Business Communication - Pal & Korlahalli.
3. Basic Grammar - Wren & Martin

MHT- 104: ECONOMICS AND STATISTICS FOR HOTEL AND TOURISM

UNIT I

- Industry, service economy, economic development, industry, hotel and catering industry.

UNIT II

- Price mechanism, demand, supply, market, price, elasticity, demand for hotel and catering services, firm under perfect competition and the price mechanism.
- Conduct and performance- monopoly and monopolistic competition, oligopoly, conduct and imperfections, perfect competitions Vs imperfect competitions, performance.

UNIT III

- Labour- working population, service sector employment, hotel and catering employment, supply of labour, demand for labour, price of labour, wage differentials.

UNIT IV

- Capital- significance, demand for capital, interest, investment in hotels and catering, sources of financier. Cost- benefit analysis.

UNIT V

- Government policy- macro economic policies, micro economic policies, fiscal policy,

monetary policy, competition policy, government hotel and catering.

- Significance- government & hotel & catering, tourism, national income, consumer expenditure, employment, regional aspects, multiplier effects, balance of payments.

UNIT VI

• Status of statistics- collection of data, types of data, processing of data, tabulation of data, analysis of data, interpretation of data, Limitation of statistics.

• Classification- tabulation & graphical representation, preparation of tables, representation of data random variable, frequency array, frequency distribution, diagrammatic representation of data Line- bar diagram, pie- chart, Line graphs, ogive pictograms.

UNIT VII

• Measures of central values- characteristics of a good measure of central tendency, mean, types of mean, coding of data, median, mode.

• Measures of dispersion- range, mean deviation, variance, standard deviation, coefficient of variation.

MHT 105: ACCOUNTANCY

UNIT I

• Definition, objects and importance of accounting in hotel business, classification of accounts, accounting equations, journalizing, posting into Ledgers and balancing of Ledger accounts.

UNIT II

• Subsidiary journal, purchase book, sales book, purchase return, sales return, cash book(2 column and 3 column), petty cash book, closing of ledgers, trial balance preparation.

UNIT III

• Bank reconciliation statement- meaning, preparations, causes for difference preparation of balance sheet with adjustments, revenue and capital expenditure.

UNIT IV

• Classification of departments of hotel based revenue. Different Ledgers maintained in hotels(format) uniform system of accounting(format and problems) night auditor and his duties.

UNIT V

• Stores control, coq. Stock Levels, methods of pricing materials(FIFO, LIFO, WAM, SM), Accounting machines and their importance in catering business.

MHT 106 : MARKETING AND SALES MANAGEMENT

UNIT I

• Concept of marketing, introduction of hospital marketing, sales and marketing cycle, hospital industry, structure of industry, marketing definition, identifying customer needs, selling and promotion, hospitality products.

UNIT II

• Marketing and sales function- stages involved in planning sales and marketing activity, market segmentation(concept, relevance to hospitality industry), market segment groups.

UNIT III

• Market research and methods- advertising- meaning, methods. Types of media, public relations, sales promotions, telephone selling, direct sales concept.

UNIT IV

• Customer care, role of merchandising, sales- methods, concepts, modes. Sales techniques, strategies.

UNIT V

• Marketing information system(definition, component and use), marketing plan, planning for effective marketing, advantages and disadvantages of strategies marketing planning.

MHT-107: FUNDAMENTALS OF TOURISM AND TOURISM PRODUCTS

UNIT I

• Introduction to tourism-Definition and meaning or concept of tourism and tourist.
• Importance or significance of tourism - Growth of tourism, role of various agencies in growth of tourism like central and state government and private players.
• Positive and negative impact of tourism with reference to economical, social and environmental, and geographic etc. Domestic and international tourism

UNIT II

- Types or forms of tourism- heritage and historical, adventure, sports, conference, Convention, etc.
- Tourist product- meaning or concept, how they are different from other consumer products.
- Components of tourist product-Attractions-tourist destinations or places & tourist spots having tourist value from heritage or historical point of view or sports and recreational point of view, dance, fair festivals, trade fair, conferences and exhibitions etc.
- Religion based- Hindu, Muslim, Sikh, Buddhist, Jain and Christian
- Wildlife sanctuaries- national parks, adventure, eco tourism destinations

UNIT III

- Facilities- hotels, transport- air, rail, road, water.

UNIT IV

- Travel lingo- technical terminology of tourism

MHT- 108: TRAVEL AGENCIES AND TOUR OPERATOR OPERATIONS

UNIT I

- Meaning of travel agency and tour operator. Distinction or difference between the two. Classification or type of travel agency- GSA, PSA, Stock holder.

UNIT II

- Tour operators- inbound and outbound and immigration companies.
- Operational modalities of travel agency and tour operator restricted to air tickets, airlines and routings and itinerary making.
- Immigration Companies, Operational Modalities of Travel Agency and Tour Operator restricted to air tickets. Routing and Itinerary

UNIT III

- Travel trade organizations/ associations: IATO, IATA, ASTA, PATA, TAAI, Ministry of Tourism

Reference Books:

1. Profile of Indian Tourism - Shalini Singh
2. Tourism Today - Ratandeep Singh
3. Tourism Principles and Practices - A.K. Bhatia
4. Tourism and Cultural Heritage of India - Ram Acharya

MHT - 109: PRACTICAL

Part A (75 Marks)

Tourism (Project Report & Viva Voce on Tourism Subjects of 1st Year, to be conducted by an external examiner)

Project Report (50 Marks) Viva Voce (25 Marks)

Part B (25 Marks)

Internal assessment

2nd Year

MHT-201: INTERIOR DECORATION

UNIT I

DESIGN AND TYPE OF DESIGN Elements of Design (Line, Shape, Form, Colour, Size, Texture, Direction, Value) Principles of Design (Scale, Composition, Harmony, Rhythm Proportion, Balance, focal point) Colour and colour scheme Uses Factors affecting the Colour scheme of a guest room

UNIT II

LIGHT AND LIGHT FITTING Light and types of Light Source of Light Kinds of Light Principles of Lighting Lighting for activities Glare & Shadows Windows and Window treatments Types of window treatment. Blinds -Roller, Venetian, Draperies, Casements Curtains, Glass Curtains, Cafe Curtains, Valence, Swage & tail, Pelmets, Cornice. Factors to be considered in selection of Window treatment. Beds & Bedding Types of Bed & Sizes- (ZeaL Bed, Extra Bed, Sofa Bed, FoLd away Beds BoLsters, Bed Linen, BLankets, Bedspread quilT) Types of mattresses & PiLLows with sizes -(Interior spring, Mattresses, Rubber & PLastic Mattresses)

UNIT-III

CARPETS Types of Carpet Woven -(WiLton, Ax Minster, BrusseLs & Cords, Oriental) Non -Woven -(Tufted, pile bonded carpets, Needle punched Carpets, ELeCtro staticaLLy Locked Carpets) . Uses & Disadvantages Care & Maintenance Fabric & Fiber CLassification of fiber Types of Construction Fabrics & commonLy used fabrics Soft furnishing Curtains uphoLsteries, Loose covers, Cushions Bedspreads seLection-Care, Uses.

UNIT-IV

FURNITURE AND FITTINGS Types of furniture -(BuiLt-in, Free standing, fitted) Major furniture woods & uses Care & Maintenance WaLL & WaLL Coverings Types of WaLL papers- (Sponge abLe, WashabLe, AnagLyptic, Lincrusta, Wood chip, Wood grain, Flock, Wood PaneLing, Glass WaLL Covering, Metal WaLL Covering, Leather (hid) WaLL Covering) SeLection, Care & Uses Advantages & disadvantages FLOOR & FLOOR Covering Composition Types Uses, Care, Advantages & Disadvantages

UNIT-V

FLOWER ARRANGEMENT Principles of FLOWER Arrangement Purpose Types of FLOWER Arrangement -Japanese, Western, Free StyLe, Traditional Equipment, RuLes & Steps to be foLLowed in FLOWER Arranging Accessories, types & Functions Theme Decoration -Christmas, New Year, Onam, CoLLege Annual Day, Wedding, Reception, Diwali, Birthday Party, PongaL, Board Meeting.

MHT 202 : HUMAN RESOURCES MANAGEMENT

UNIT I

Introduction— -Definition of personnel Management -Role of the Personnel Manager
-Challenges of Modern Personnel Management Organizational and Job Design—
Organizational objectives, organization Structure Controlling the personnel unit-
Strategic control prints Personnel unit- The Personnel audit

UNIT II

Job analysis & Human- Job analysis process Job Description Role analysis Job
specification Uses of job analysis information Human Resource planning Work-force
Analysis- Absenteeism Turnover

UNIT III

Recruitment- Internal & External Recruitment Recruitment evaluation The Hiring
Procedure- Types of interviews Principles of interviewing Approval of Supervisor
Physical Examination Introduction/ Orientation Development- Operative Training:
On- the -job training, Vestiture, Schools, Apprenticeship programmes, Special
Courses. Executive Training Executive Development Executive needs &
Developmental programme Decision making skills, interpersonal skills, Job
Knowledge, Organizational Knowledge, General Knowledge Organizational
Development

UNIT IV

Performance Appraisal— Performance Appraisal Systems The appraisal programme
Nature of Carriers Carrier anchors Carrier Development Programme Compensation—
Factors affecting Compensation policy Equity & compensation Job evaluation and
job evaluation systems Fringe Benefits— Principles of Employee Benefits Programs.
-payment for time not worked -guaranteed annual wage -Life insurance -medical
services -recreational programs -cafeterias & housing -Legal & financial- counseling
-education tutition

UNIT-V

Nature of human resources--- -importance of human relations -nature of human
needs -motivation theories if Abraham MasLar , MC Gregor & Herzberg The start of
Labour unions - -Nature of Labour unions, types of unions, start of unions Separation
process- -separation process -retirement, mandatory vs. voluntary, retirement,
retirement programmes. Lay- off out- placement discharges

MHT 203 : PRACTICAL-I

Total Marks: 100

Part A (50 marks, Practical/Demonstration: 40, Viva Voce: 10)

Food Production (To individually prepare/demonstrate any one of the following, through
lots, followed by Viva Voce on the task performed)

- Roast cooking
- Grill cooking
- Breakfast cooking
- Banquet cooking
- Desserts & patisseries

Part B (25 Marks, Practical/Demonstration: 15, Viva Voce: 10)

F&B Service (To individually demonstrate service skills in the training restaurant, followed
by Viva Voce on the following:)

- Bar Operations

- Restaurant Planning
 - Banqueting & ODC
 - Wines & ALcoholiC Beverages
 - Non-ALcoholiC Beverages
 - F&B reports
 - Revenue Control & Performance Measures
- Internal assessment (25 Marks)**

MHT 204: METHODS OF RESEARCH AND ANALYSIS

UNIT I

Different types of Research -Export factor, field experiments, Survey, Historical Descriptive, Experimental -Case studies- Action Research other from explorative studies.

UNIT II

Formation of research Designs -Types of variables -formulation of Hypothesis -Types of characteristics -uses.

UNIT III

Sampling techniques, Establishing Random, Matching groups; Methods of data collection -Different types.

UNIT IV

Data processing and analysis. Interpretations, conclusion, Association, correlation and regression; testing of hypothesis-chi-square, t-tests and other tests.

UNIT V

Experimental Designs -Analysis of variance. Analysis of covariance, multiple correlation; regression; cluster analysis, factor analysis, canonical correction, content analysis -role of computer in Educational Research.

MHT 205: FACILITY MANAGEMENT

UNIT-I

Introduction Space planning Space planning and cost control Operational services Life cycle costing.

UNIT- II

Health and safety Current good practice User needs evaluation Outsourcing Managing people

UNIT - III

Building Management Space planning Space planning and cost control Operational Services

UNIT- IV

Building Management Life cycle costing Health and safety Maintenance

UNIT-V

Catering Management Principles of risk & security management Risk profiles External and Internal audits Time path analysis Risk & Security awareness Organization of risk & security function Security products

MHT 206. HOSPITALITY LAW

UNIT I

Indian Contract Act 1872; Definition of a contract -kinds of contract- The arrangements, offer, acceptance, consideration accord and satisfaction -Laws in contract. Sale of Goods Act 1930: Contract of sale of goods Act- sales and agreements to sell- formation of a contract of sale-subject matter of sales goods - Price and Warranties. The Companies Act 1956: Types of Companies- formation of a company-Memorandum articles of association and its contents- Incorporation- Raising capital through issue of shares -Debentures and accepting public deposits- General body and its meetings - Directors ,Board of Directors and Director's Meetings.

UNIT II

The Indian Partnership Act 1932: Definition and nature of Partnership- formation of partnership- Rights, Duties ,power and Liabilities of partners- Minor and a partner- Duration, Termination ,Dissolution and winding up of partnership- Registration - Contents of partnership deed.

UNIT III

Hotel/Restaurant -License -Registration -Controls- License under the bye -Laws of relevant corporation, Municipality or Local authority -Insurance Law: Fire and General Insurance. -The standards of weight and measures Act 1956 -Prevention of food adulteration Act 1954.

UNIT IV

Labour Laws overview: Basic knowledge of relevant Labour Laws- Registration maintenance of records and documents submission of returns and statements. The payment of Wages Act 1948 The minimum Wages Act 1948 Payment of Bonus Act 1965 Employees Provident Fund and miscellaneous Payment of Gratuity Act 1972 Workmen Compensation Act 1948

UNIT V

Direct and Indirect Taxes ;Registration -Payment of Taxes -maintenance of books of accounts and documents -Submission of returns and statement -assessments under the provisions of the following: Indirect Taxes: Commercial/Sales Tax Act (State) Tax on Luxuries (Hotels & Lodging Houses) Hotel Receipts Tax Act 1980 (Central) Profession Tax Act (State) Direct Taxes: The Indian Income -tax Act,1961 (Special reference to deductions in newly set up hotel)

MHT 207: MANAGEMENT INFORMATION SYSTEM

UNIT-I

MANAGEMENT INFORMATION SYSTEM -AN OVERVIEW Introduction to M.I.S. -Meaning and Role MIS -Objectives of MIF - Elements of MIF -characteristics of MIS - Application of MIS (Briefly)- Accounting and Finance Management -Marketing Management -Materials Management - Production Management -Personnel Management -Role of Computers in MIS -Data base concepts -Decision support system.

UNIT-II

INTRODUCTION TO POWER POINT Introduction to Power Point -Power point Terminology -Getting into Power Point -Creating Opening and Saving Presentations - Types of Views -Outline View Slide Sorter View Notes Page View, Master Views - Quitting Power Point -Creating Presentation the easy way -Using Auto Content Wizard -working with Blank Presentation -Using the Templates -Using the Slide Master -Working with Colour Schemes -working with slides -Making a new slide - Move, Copy or duplicate slides - Delete a slide -Copy a slide from one presentation to another -Go to a specific slide - change the layout of a slide Zoom in or out of slide -Working with Text in Power Point -Working with Text -Cutting, Copying and Pasting -Formatting Text -changing Font & size Shadowing, Embossing -Aligning the Text -Left, Center, Right and Justify - Power of Graphics in Power Point -Working with Clip -Art Picture.

UNIT- III

DATABASE MANAGEMENT SYSTEM -LEARNING MICROSOFT ACCESS Database Management System- Learning Microsoft ACCESS 97- kinds of DBMS packages -Data base definition -problems with Manual Data base -Advantages of using computers for Database getting started with Microsoft Access -Loading & Quitting Ms- Access- Exploiting the Database Tables, Forms, queries, Reports- Create a Database- Display or change the structure of a database Rename, Delete copy of Move a database- Working in the Database Window- Creating Tables Opening, Copying, Saving, Renaming and Deleting- working with data- Adding or Editing data -Display or change the structure of a Table selecting. Copying, Moving and Deleting Data- Finding and Replacing Data- Managing Duplicate Records- Working with Primary keys and Indexes- Working with Queries .

UNIT -IV

ROLE OF PERSONAL COMPUTER IN OFFICE AUTOMATION Role of personal Computer In Office Automation- Introduction Information system activities -Word Processing -

Desk top Publishing -Image Processing - Electronic Spread sheets -Interactive Video
-Electronic Communications System - Electronic Meeting systems -Telecommuting -
Internet -Office Support System - Management Implications of Office Automation.

UNIT-V

A CASE STUDY -THROUGH A HOTEL MANAGEMENT SYSTEM PACKAGE A case Study -
Through a Hotel Management System Package -Daily Operation Report, Occupancy
Room Revenue analysis -Hotel Statement of Income, Room Division Income
Statement, Room Division Budget, Reports, Operations Ratio and Ratio Standards -
Analysis the package and Give a report on Features of the Package Drawback of the
Package Measures to be taken to overcome the demerit Merits & Demerits of
Computerizing a Hotel.

MHT 208: PRACTICAL

Total Marks: 100

Part A (15 Marks)

PROJECT WORK: Research & Analysis

(To be initiated at the beginning of the 4th semester)

Step 1: Student to forward a Synopsis of the Topic chosen (any industry)

Step 2: LC to change/amend & approve the Synopsis

Step 3: LC to appoint/approve a guide from the LC staff or from any other
Educational Institution or corporate professional.

Step 4: Student to submit the Project Work one month before the final
examinations.

Step 5: Viva Voce on the Project work by the LC

Division of Marks:

Synopsis, Method of R&A adopted, Project Report:10

Viva Voce: 5

Part B (35 Marks)

Industrial Training

A minimum of 4 weeks training must be undertaken by each student in the relevant
Organization (Hotels, Airlines, Fast Food Chains, Restaurants etc..)

GUIDELINE: To be exposed to at least the core areas (Front Desk, Restaurant,
Housekeeping and Kitchen).

A Detailed report of the Industrial Training Undertaken by the student must be
submitted in the form of "Industrial Training Report" at the end of the training.

The report should contain the following items in the sequence mentioned below , amongst
other things:

PTU MSc (Hotel Management, Catering & Tourism)

Industrial Training Report

- Cover Page
- Student Details Page (Name , Roll Number, Class, Semester etc...)
- Certificate of Completion of Training to be issued by the Hotel and countersigned by
the Learning Centre Head.
- Index Page
- Objectives of the Training
- Student Declaration Page (Stating that the information stated in the project is
true)
- Brief Details of the Hotel (Introduction, Management, Facilities, Services etc..)

- Details of Trainings Undertaken (Department, Description of Training, Duration, details etc..)
- Remarks / Certificate from the Department Heads of the Hotel
- Summary Page (Mentioning the skills acquired by the student)
- Learning Centre Remarks Page(to be filled & Signed by the Learning Centre Training Coordinator and Centre Head)
- Appendix, containing the following:
 - Copy of Letter of Recommendation for Training to the Hotel from the Learning Centre
 - Copy of Letter of Training Approval from the Hotel for the Student.
 - Copy of Tariff Card of the Hotel
 - Copy of the Menu of the Hotel
 - Copy of Broucher of the Hotel
 - Any other related document...

PART B (25 Marks)

1. Accommodation Operations (Front Office & Housekeeping)

10 Marks

(Viva Voce only)

- Room Sales (via Telephone & personal), Situation Handling / Problem Solving, Handling Reservations & Registrations, Front Office Reports, Occupancy Ratios.
- Fabric Maintenance, Stain Removal, Carpet Shampooing, Flower Arrangement, Cleaning Agents, Housekeeping Reports, Manpower Planning & Labour cost control.

2. Food & Beverages (Service & Production)

10 Marks

(Viva Voce only)

- Performance Measures, Menu Engineering, Yield Management, Wines, alcoholic & non-alcoholic beverages, Cigars, Cheese.
- International Cuisines, Desserts, Hors' d'oeuvres, Garnishes, Presentation, Kitchen Management, Food Costing & Control Measures.

3. Management Information Systems

5 Marks

(Practical & Viva Voce)

- MS Powerpoint, MS Word & MS Excel
- Database Management Systems

Internal assessment (25 Marks)