Post Graduate Diploma in Accommodation Operations & Management

S y l l a b u s

Two Semesters of 17 weeks each

Four weeks of Industrial Exposure in Second Semester
Sixteen weeks of Industrial Training after Second Semester

National Council for Hotel Management & Catering Technology
A-34 Sector 62, Institutional Area,
NOIDA 201 309

Course Title	:	**Post Graduate Diploma in Accommodation Operations & Management**
Admission Standard	:	**Graduate (English Medium)**
Duration	:	**Two Semesters – 17 weeks each**
Teaching Hours	:	**35 per week**
Industrial Exposure	:	**04 weeks during 2nd semester**
Industrial Training	:	**16 weeks on completion of 2nd semester**
Selection Procedure	:	**Merit**
Medium of Instruction	:	**English**
Maximum Age	:	**25 years as on 1st July of year of admission**
Reservation	:	**As per GoI Policy**

TEACHING & EXAMINATION SCHEME

Semester I

No.	Subject code	Subject	Hours per week		Marks*	
			Th.	Pr.	Th.	Pr.
1	AOM11	Accommodation Operations	8	7	100	100
2	AOM12	Front Office Operations	4	4	100	100
3	AOM13	Supervisory Management	4	-	100	-
4	AOM14	Accountancy	4	-	100	-
5	AOM15	Communication	2	-	50	-
6	-	Guest Speaker / Field Visits	2	-	-	-
TOTAL:			24	11	450	200
GRAND TOTAL:			35		650	

* Semester marks will comprise 30% Mid-term & 70% Term-end exam

Salient Features

1. Run-thru' Scheme:

In view of the semester system of the program students will be permitted to join the second semester even if they have failed to clear the examinations of the first semester. Similarly, students will be permitted to go on Industrial Training after the completion of second semester even if they have failed to clear the examinations of first or second semester. Students will appear for failed subject(s) only in the subsequent examination.

2. Mid-Term Examinations:

Mid Term examinations will be held at institute level and will comprise 30% of the overall assessment while computing Term End results. In view of the semester system, institute will conduct three internal examinations; first, after completion of five weeks of study; second, after ten weeks of study and third, after fifteen weeks of study of 50 marks each. Marks for the best two internal examinations (50 x 2 = 100) would be forwarded to the National Council and would constitute performance in Mid-term Examinations. These marks must reach the National Council prior to the commencement of term end examinations. Absent in any examination would be considered as 'zero'.

3. Detained Students:

Students who are detained in the first semester or second semester, whether on account of shortage in attendance or for any other reasons will be required to repeat that semester as a regular student in the following year and will not be allowed to pursue second semester or Industrial Training, as the case may be.

4. Examination Fee:

As decided from time to time.

5. Industrial Exposure:

Since students for this program do not have any exposure in the hotel industry, it becomes difficult for them to understand depth of the subjects being taught. Students would, therefore, familiarize themselves with the hotel environment through an *industrial exposure* of four weeks during the second semester. It is in the interest of the student to complete this exposure for which no formal structured learning is required but would cover the two main departments of Housekeeping and Front Office. The student will bring with him/her a certificate from the hotel where he/she has undergone this exposure.

ACCOMMODATION OPERATIONS – AOM11

Objectives:

The students will be able to:

1. Identify the elements involved in the organization of accommodation operations, its functions, systems and routines.
2. Develop sensitivity and high work ethics towards cleanliness and hygiene and the factors that contribute to it.
3. Explain the activities, selection, procedures and records related to the linen and uniform room operations.
4. Explain the importance of laundry services in hotel operations; enlist the laundry equipments and laundry agents and explain their functioning in the laundry
5. Explain the implementation of policies regarding facilities and services, key control, lost and found and other routine procedures in Accommodation Operations.

Topic	Method	Hours
INTRODUCTION TO HOUSEKEEPING	Lecture method	06
Importance of housekeeping		
Areas of responsibility		
CLEANING ORGANIZATION	Lecture method	06
Definition of Cleaning		
Purpose & Principles of cleaning		
Methods of organizing cleaning (conventional and block method)		
Frequency of cleaning (daily, weekly and spring cleaning)		
CLEANING EQUIPMENT	Lecture method	10
General criteria for selection		
Manual Equipment		
Mechanical Equipment		
Use of Equipment – Hygiene and Safety factor		
Care of equipment		
CLEANING AGENTS	Lecture method	08
General criteria for selection		
Classification		
Use, Care and Storage		
HOTEL BEDMAKING	Lecture method	04
Sizes of linen		
Sizes of beds, type of beds and beddings		
STANDARD CONTENTS OF A GUEST ROOM	Lecture method	05
Standard rooms, VIP Rooms and VVIP Rooms		
Guest's special requests		
ACCOMMODATING PHYSICALLY CHALLENGED GUESTS AND LADY GUESTS	Lecture method	03
Facilities and services		
DAILY CLEANING OF GUESTROOMS & BATHROOMS	Lecture method	06
Check-Out Room		
Vacant Room		
Occupied Room		
Evening service		
Reporting & follow up of maintenance tasks		

KEYS	Lecture method	04
Types of Keys		
Computerized key cards		
Key control		
FLOOR PANTRY	Lecture method	02
Location, Layout and essential features		
Chamber Maid's trolley		
DAILY ROUTINE SYSTEMS OF HK DEPARTMENT	Lecture method	06
Reporting, Scheduling and Briefing of staff		
Room Occupancy Report		
Guest Room Inspection		
Handing over at the end of the shift		
Entering Checklists, Floor Register, Work Orders, Log.		
Exchange of linen with necessary records		
COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES	Lecture method	08
Metals		
Glass		
Leather, Leatherites, Rexines		
Plastic		
Ceramics		
Wood		
PUBLIC AREA CLEANING	Lecture method	06
Front-of-the-house Areas		
Back-of-the house Areas		
LOST AND FOUND	Lecture method	02
Procedure		
Record Maintained		
LINEN ROOM MANAGEMENT		20
Activities of the linen room	Lecture method	
Location, planning and layout of the linen room	Assignment	
Linen items used in the hotel	Lecture method	
Selection criteria for various linen items		
Calculation of linen requirements		
Purchase of linen		
Linen cycle and linen control		
Daily routine control of linen procedures and records		
Stocktaking procedures and records		
Recycling of discarded linen		
The importance of providing uniforms to staff		
Selection and design of uniforms		
Issuing and exchange of uniforms Procedures and records		
Planning the layout of the uniform room	Assignment	
Activities of the sewing sections		
Areas and equipment to be provided		
COORDINATING LAUNDRY SERVICES	Lecture method	24
Feasibility of establishing an On premises Laundry		
Advantages and disadvantages		
Flow process chart of industrial laundry		
Stages in the wash cycle		
Laundry equipment and their functions	Field visit/Film	
Location and planning the layout of the laundry	Assignment	

Laundry agents and their role in the Laundry process		
Dry cleaning and special techniques for fabric care		
Guest laundry / Valet services		
Stain removal		
TOTAL		120

ACCOMMODATION OPERATIONS – Practical

Topic	**Method**	**Hours**
Equipment handling care and cleaning including laundry machines	Demonstration and practice	10
Setting up of a chambermaid's trolley and the floor pantry	Demonstration	04
Handling and use of detergents polishes and other chemicals	Demonstration and practice	08
Care, cleaning and polishing of different surfaces	Demonstration and practice	16
Daily cleaning of guestrooms and bathrooms	Demonstration and practice	10
Weekly, periodical & special cleaning	Demonstration and practice	10
Public area cleaning	Demonstration and practice	10
Bed making	Demonstration and practice	10
Guest room inspection	Demonstration and practice	04
Reporting maintenance and follow up	Demonstration and practice	04
Laundering and dry cleaning fabrics	Demonstration and practice	12
Stain Removal	Demonstration and Practice	10
TOTAL		106

EXAMINATION SCHEME

PGDAOM
ACCOMMODATION OPERATION - PRACTICALS

Maximum Marks	:	100
Pass Marks	:	50
Duration	:	03 Hrs.

MARKING PATTERN:

Personal grooming	:	05
Bed making	:	25
Cleaning task	:	20
Plan of work / work card	:	10
Laundry and Stain removal	:	20
Viva	:	10
Journal	:	10

	TOTAL	100

FRONT OFFICE OPERATIONS – AOM12

Course objectives:

The students will be able to:

1. Demonstrate a broader knowledge of the Lodging Industry
2. Demonstrate knowledge of the basic operations of the rooms division departments within a lodging property.
3. Demonstrate a wide range of skills related to the Front Office Assistants position.
4. Explain the interrelationships between the various departments within a Lodging Operation
5. Develop skills and terminology necessary to interact with professionals in the lodging industry.
6. Develop a pleasing manner while dealing with guests.
7. Handle basic operational functions using a PMS.

Topic	Method	Hours
Introduction to Tourism & Hospitality	**Lecture**	**6 hrs**
A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth * D. Concepts of Service E. Brief introduction to hotel core areas with special reference to Front Office	*** Group Assignment**	
Classification of Hotels	**Lecture**	**8 hrs**
A. Size B. Star Classification / Facilities C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracts G. Franchise/Affiliated H. Supplementary accommodation I Time shares and condominium J. Modern Hotel Concepts – Ecotel, Boutique, All Suites, Convention Hotels *	***Group Assignment**	
Types of Rooms	**Lecture**	**3 hrs**
A. Single B. Double C. Twin D. Suites- penthouse, **E.** Studio		
Hotel Organisation	**Lecture**	**5 hrs**
A. Function areas B. Front office hierarchy C. Duties and responsibilities/ Job descriptions * D. Personality traits E. Business Etiquettes & Manners	***Group Assignment**	
Tariff Structure	**Lecture**	**4 hrs**
A. Basis of charging B. Plans, Different types of tariffs • Rack Rate • Discounted Rates for Corporate, Travel Agents & Airlines, FHRAI, Travel writers		

Front Office & Guest Handling	**Lecture**	**4 hrs**
Introduction to guest cycle - Pre arrival - Arrival - Stay - Departure and after departure		
Reservations- Pre Arrival	**Lecture**	**8 hrs**
A. Importance of reservation B. Modes C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation, Amendments and Overbooking		
Registration- Arrival	**Lecture/ Discussion**	**6 hrs**
Information- During the Stay Activities	**Lecture/ Case Study**	**6 hrs**
A. Information services B. Message and Mail Handling C. Key Handling D. Hospitality desk E. Complaints handling procedure F. Guest handling G. Guest history		
Ongoing Front Office Responsibilities	**Lecture**	**6 hrs**
A. Interdepartmental Coordination B. Bell Desk- Layout & Organisation * C. Concierge D. Telephone Handling	*** Group Assignment**	
Glossary of Front Office Terminology, Signs and Abbreviations	**Self Study / Discussions**	**4 hrs**
Total:		**60 hrs**

NOTE: All Group assignment shall require a group of 5-6 students to work in groups before making a 20 minutes presentation. The class can be divided into a maximum of 6 groups and briefing on the scope and range of the topic assigned, may be given by the teacher. The teacher may also indicate the sources from where the students can retrieve information.

The above syllabus requires each student to participate in at least 4 assignments during the semester. Presentation may be done during the practical classes. The hours that are mentioned against each chapter are a suggestion for delivery of theory inputs only. Time may not be consumed from these hours for assignment presentation.

List of Suggestive Reference Books:

1. Effective Front Office Operations- - M. Kasavana & Steadmon
2. Managing Front Office Operations- - M. Kasavana
3. Hotel Front Office - Bruce Braham
4. Check in Check out - Jerome J Vallen
5. Profitable Hotel Reception - Derek Taylor
6. Front Office Psychology - H V Heldenbrand
7. Front Office Operations and management - Ahmed Ismail
8. Front Office Management (Frank Brothers) - Sushil Kumar Bhatnagar

PRACTICALS- 60 hours

A. Appraisal of front office equipment and furniture
B. (Rack, counter bell desk)
C. Filling up of various proforma
D. Welcoming of guest
E. Telephone handling
F. Role play
    - Reservation
    - Arrivals
    - Luggage handling
    - Message and mail handling
    - Paging

HMS Training (In computer lab):

Hands on practice of computer application (Hotel Management System) related to Front Office procedures such as

- Reservation
- Registration
- Guest History
- Message Handling

SUPERVISORY MANAGEMENT – AOM13

Objectives:
The students will be able to:

1. Explain the management process
2. Practice the skills needed for effective supervision.
3. Use leadership skills for quality enhancement

Topic	Method	Hours.
INTRODUCTION TO MANAGEMENT		06
Definition of management	Lecture Method	
The Management process	Lecture Method	
Evolution of Management	Lecture Method	
Supervisors as managers	Lecture Method	
Supervisors role in decision making and problem solving	Lecture Method	
MODERN MANAGEMENT APPROACHES	Lecture Method	06
Systems approach		
M.B.O.		
Contingency Management Approach		
Management Science Approach		
Group behaviour (organizational behaviour approach)		
MANAGEMENT SKILLS NEEDED FOR EFFECTIVE SUPERVISION	Lecture Method	02
Technical skills		
Human skills		
Conceptual skills		
THE ROLE OF THE SUPERVISOR	Lecture Method	02
Duties and responsibilities of the supervisor		
Keys to supervisory success		
FUNCTIONS OF MANAGEMENT	Lecture Method	14
Planning	Define each function General characteristics Types Scope and application of each Advantages & Disadvantages	
Organizing		
Controlling		
Directing		
Staffing		
Coordinating		
Reporting		
MOTIVATING EMPLOYEES	Lecture Method	06
Definition of motivation		
Theories of motivation…X and Y theory, Maslows theory, Mc Cleland's theory. Motivation hygiene theory (Hertzberg's theory), Expectancy theory, Reinforcement theory		
Special Motivational techniques		
Monetary and non-monetary motivation		
Participation		
Quality of working life		
Job enrichment		
Rewards and punishments		
Job enlargement		

SUPERVISOR AS A LEADER	Lecture Method	06
Definition of leadership and importance of good leadership		
Leadership styles - Situation leadership contingency approach - Managerial grid (Blake and Mouton grid) - Trait approach - Four systems of management (Likert)		
Characteristics of a successful leader		
Types of power - Expert power - Legitimate power - Coercive power - Reward power - Referent power		
SUPERVISORY ROLE IN MANAGING CHANGE	Lecture Method	03
Definition and need for change		
Effects of change on staff		
The change process (three-step process)		
GROUP DYNAMICS	Lecture Method	03
Group formation stages		
Team building and its importance		
Supervisors role in team building		
Effective team building techniques		
DISCIPLINING STAFF	Lecture Method	02
Importance of discipline at work place		
Discipline procedure		
WAGE STRUCTURE	Lecture method	01
Procedures, policies, statutes and laws		
IMPROVING WORK STANDARDS	Lecture Method	04
Job analysis – definition, elements and procedure of job analysis		
Reasons to conduct job analysis		
TOTAL QUALITY MANAGEMENT	Lecture Method	02
Definition, Elements and Application		
QUALITY CIRCLES & SUGGESTION SCHEMES	Lecture Method	02
Definition, Elements and Application		
SUPERVISORS ROLE IN EXCEPTIONAL CUSTOMER CARE	Lecture Method	01
	TOTAL:	60

ACCOUNTANCY – AOM14

Topic		Hrs.
INTRODUCTION TO ACCOUNTING Meaning and Definition Types and Classification Principles of accounting Systems of accounting Generally Accepted Accounting Principles (GAAP)		02
PRIMARY BOOKS (JOURNAL) Meaning and Definition Format of Journal Rules of Debit and Credit Opening entry, Simple and Compound entries Practicals		12
SECONDARY BOOK (LEDGER) Meaning and Uses Formats Posting Practicals		06
SUBSIDIARY BOOKS Need and Use Classification Purchase Book Sales Book Purchase Returns Sales Returns Journal Proper Practicals		06
CASH BOOK Meaning Advantages Simple, Double and Three Column Petty Cash Book with Imprest System (simple and tabular forms) Practicals		08
BANK RECONCILIATION STATEMENT Meaning Reasons for difference in Pass Book and Cash Book Balances Preparation of Bank Reconciliation Statement Practicals		06
TRIAL BALANCE Meaning Methods Advantages Limitations Practicals	Lecture Method	04
FINAL ACCOUNTS Meaning Procedure for preparation of Final Accounts Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet Adjustments (Only four) Closing Stock Pre-paid Expenses Outstanding Expenses Depreciation	Lecture Method	14
CAPITAL AND REVENUE EXPENDITURE	Lecture Method	02

Meaning Definition of Capital and Revenue Expenditure		
Total:		60

NOTE: USE OF CALCULATORS IS PERMITTED

COMMUNICATION – AOM15

S.No.	Topic	Hours
01	**CONCEPT** A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	05
02	**LISTENING ON THE JOB** A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	05
03	**EFFECTIVE SPEAKING** A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	05
04	**NON VERBAL COMMUNICATION** A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artefacts – furniture, plants, colours, architects etc.	05
05	**SPEECH IMPROVEMENT** A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	05
06	**USING THE TELEPHONE** A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	05
	Total:	30

Semester II

No.	Subject code	Subject	Hours per week		Marks*	
			Th.	Pr.	Th.	Pr.
1	AOM21	Accommodation Management	6	-	100	-
2	AOM22	Front Office Management	4	4	100	100
3	AOM23	Interior Decoration	6	6	100	100
4	AOM24	Hotel Accountancy & Costing	4	-	100	-
5	AOM25	Business Communication	2	-	50	-
6	-	Guest Speaker/Field visits	3	-	-	-
TOTAL:			25	10	450	200
GRAND TOTAL:			35		650	

* Semester marks will comprise 30% Mid-term & 70% Term-end exam

Industrial Training

No.	Subject Code	Duration	Marks
1	AOM31	96 Days (16 Weeks X 6 Days X 8 Hours)	100

ACCOMMODATION MANAGEMENT – AOM21

Objectives:

Students will be able to:

1. Identify levels of housekeeping staff and their place in the hierarchy.
2. Enumerate areas of coordination between housekeeping and other departments
3. Draw up a step by step action plan for the organization of the functions of the HKD ensuring efficient, effective and economic operations
4. Create policies for dealings with accidents and in the event of fire as well as enumerate the causes and list preventive measures that can be implemented.
5. Create policies for dealing with common pests including both preventive and control measures.
6. Liaise with vendors for effective outsourcing
7. Adopt best practices in environmental management

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Topic	Method	Hours
ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT	Lecture method	04
Small Hotel		
Medium Hotel		
Large Hotel		
HOUSEKEEPING STAFF	Lecture method	06
Duties and Responsibilities		
Attributes		
Working as a team		
INTERDEPARTMENTAL CO-ORDINATION	Lecture method	06
With Front Office		
With Maintenance		
With Food and Beverage		
With Food Production		
With Security		
With Stores		
With Accounts		
With Personnel / HRD		
With Purchase		
With the Computer centre		
With the Horticulture		
With Laundry		
PLANNING AND ORGANISING THE CLEANING OPERATIONS	Case study	16
Physical surveys and area inventory lists		
Preparing the specifications		
Work study – Ergonomics in housekeeping	Assignment	
Developing standard operating procedures		
Calculating standard time taken for performing tasks – productivity standards		
Frequency schedules		
Calculating staff strength		
Job allocation		
Work schedules		
Duty rosters	Assignment	
Assessment of equipment and materials required		
Assessment of supplies required		
STAFFING THE DEPARTMENT	Lecture	08
Recruitment and selection	Role play	

Induction and training		
Performance appraisals		
PURCHASING	Lecture	06
Methods of buying		
Stores and stock control		
SAFETY AND SECURITY	Lecture	08
Safety awareness and accident prevention –Procedure to be followed in the event of an accident.		
Fire Safety – detection and fire-fighting Procedure to be followed in the event of fire.		
First aid		
Dealing with emergency situations – bomb threats, natural disasters, etc.		
Crime prevention		
Hygienic methods of cleaning		
Waste disposal		
HANDLING PEST CONTROL	Lecture	06
Devising a pest control programme		
Preventive measures		
Control measures for different infestations		
OUTSOURCING	Lecture	06
Tasks that can be outsourced		
Guidelines for hiring contract services		
Types of contracts and pricing		
Advantages and disadvantages of outsourcing		
BUDGET AND BUDGETARY CONTROL	Lecture	08
Objectives of a budget		
Capital budgets and operating budgets		
Preparation of a budget		
Controlling expenses		
Benefits of a well planned budget		
ENVIRONMENTAL MANAGEMENT IN HOTELS	Lecture	06
Eco friendly products used in hotels		
Energy and Water Conservation		
QUALITY CONTROL	Lecture	04
The cycle of planning, implementation and evaluation		
OPENING OF A NEW HOTEL	Lecture	06
The role of housekeeping in commissioning a new property		
	TOTAL	90

FRONT OFFICE MANAGEMENT – AOM22

Course objectives: After the successful completion of this course, students will be able to:

1. Identify the managerial responsibilities in the Front Office department.
2. Demonstrate knowledge of the Tourism industry and the pre-eminent position Hotels occupy within the Tourism Sector.
3. Demonstrate a wide range of skills and skills related to the Front Office Manager's role.
4. Identify and group hospitality customer into specific categories as per distinct needs, wants and demands.
5. Explain the concepts of pricing of hotel rooms.
6. Develop skills in forecasting and inferring from Front Office reports and statistics.
7. Explain security issues in light of new threats to the safety and security of guests.
8. Handle basic operational functions using a PMS.
9. Interpret and explain the various rules and regulations that apply to hotels.

Topic	Method	Hours
Introduction to Tourism & Hospitality	**Lecture**	**4hrs**
A. The Tourism Industry and its Importance B. Components in the Tourism Industry C. Issues that confront the Tourism Industry * D. Travel intermediaries	*** Group assignment**	
Concept of Service Management	**Lecture**	**4 hrs**
A. Service Vs Goods B. Components of the hospitality product C. Uniqueness in managing service D. The Mission Statement E. Moments of Truth		
Hotel Entrance & Lobby -Front Office Design Considerations	**Lecture**	**4 hrs**
A. Design Considerations B. Layout of Lobby, Front Desk and Back Office C. Front office equipment (non automated, semi automated and automated		
Cashiering- Departure Check Out Procedures	**Lecture/ Case Study**	**10 hrs**
A. Departure Procedures B. Methods of Settling Guest Bills C. Indian Currency and Foreign Currency D. Transfer of Guest Accounts E. Express Check Out & Self Check Out *	*** Group assignment**	
Room Selling Techniques	**Lecture/ Case Study/ Discussion**	**4 hrs**
A. Up selling Techniques B. competition, standards of service & amenities C. Discounts		
Hospitality customer profile	**Lecture/ Discussion**	**6 hrs**
A. Characteristics of hospitality customer : needs and wants B. Buying decision process		

C. Types of hospitality customers * D. The business traveller – corporate meeting market - incentives market - airlines crew E. The pleasure traveller F. The package market – group tours and travel market G. The mature traveller H. FIT	*** Group Assignment**	
Pricing The Hotel Room	**Lecture/ Case Study**	**6 hrs**
A. Pricing objectives B. Pricing practices* C. Concepts of yield management	*** Group Assignment**	
Planning and Evaluating Front Office Operations	**Lecture/ Case Study**	**6 hrs.**
Forecasting Techniques Forecasting Room Availability Useful FO data - % of Walk ins - % of Overstays - % of Under stays Forecast Formulas Sample Forecast Forms*	*** Group Assignment**	
Role of Front Office in Hotel Safety & Security	**Lecture/ Discussion/ Case Study**	**6 hrs**
A. Importance of security systems B. Safe deposit C. Key control systems & procedure * D. Emergency situations (Accident, illness, theft, fire, bomb, Acts of Terrorism)	*** Group Assignment**	
Computer Applications in Front Office Operations	**Lecture**	**4 hrs**
A. Selection of PMS (Needs Analysis) - Hardware and Software selection B. Fidelio/ IDS/ Shawman		
Hospitality Legal Issues	**Lecture/ Case Study**	**6 hrs**
Legal requirements in the hospitality business Laws relating to premises Laws relating to hotel managers, guests and owners International Hotel Regulations Act Hotel Convention between **International Hotel Association** and **Universal Federation of Travel Agencies Association** Licenses and permits required to set up a hotel * Passport and Visa regulations	*** Group assignment**	
	Total:	**60 hrs**

NOTE: All Group assignment shall require a group of 5-6 students to work in groups before making a 20 minutes presentation. The class can be divided into a maximum of 6 groups and briefing on the scope and range of the topic assigned, may be given by the teacher. The teacher may also indicate the sources from where the students can retrieve information.

The above syllabus requires each student to participate in at least 4 assignments during the semester. Presentation may be done during the practical classes. The hours that are mentioned against each chapter is a suggestion for delivery of theory inputs only. Time may not be consumed from these hours for assignment presentation.

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PRACTICALS- 60 hrs

Manual Check out procedures- cash, credit cards, travellers cheques, travel agent vouchers, foreign currency

Role Play
Situation Handling
Group Assignment Presentation

HMS Training (In computer lab):
Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as

- Checking Out
- Night Audit
- Reports

INTERIOR DECORATION – AOM23

Objective:

Students will be able to:

1. Define décor related terms
2. Explain the elements and principles of design and apply them to the décor of guestrooms and other areas in the hotel
3. List the choices and select suitable accessories, furniture, window treatments, lighting and carpets for rooms and public areas in the hotel
4. Plan the layout of guest rooms
5. Select and harmonize colour schemes
6. Create flower arrangements suitable for various occasions/areas in hotels, applying the principles of art, as well as carrying out conditioning to ensure that the arrangement stays fresh.

Topic	Method	Hours
AN INTRODUCTION TO INTERIOR DESIGN AND DÉCOR	Lecture	04
Beauty		
Expensiveness		
Functionalism		
Common terms used in décor		
ELEMENTS OF DESIGN	Lecture	16
Line, form, texture and colour (basic elements)		
The concept of light, space and pattern as elements		
Colour Associations		
Understanding colour		
The colour wheel		
Properties of colour –Warm /Cool, Advancing/Receding Heavy/Light, Earthy /Acid		
Additive and Subtractive colour		
Colour Perception		
Physical and psychological effect of colour		
Colour Balance		
Colour Emphasis		
Colour Contrast		
Effect of light on colour		
Choice of colours		
Planning a colour scheme of a room	Assignment	
PRINCIPLES OF DESIGN	Lecture	04
Harmony, Balance, Scale and Proportion, Rhythm, Emphasis		
WINDOWS AND WINDOW TREATMENT	Lecture	12
The purpose of a window		
Types of windows		
The importance of suitable window treatments		
Selecting fabrics for curtains (practical and visual)		
Curtain headings		
Calculating fabric requirements		
Types of window treatments		
LIGHTING	Lecture	16
Introduction to lighting		
Lighting Levels- Lux and Lumen		
Categories- Ambient, Task, Accent, Exterior and Emergency		

The importance of a good lighting system		
Artificial lighting -Tungsten, Fluorescent, Discharge, CFL, Halogen..		
Types of light distribution-direct, semi direct, indirect, diffused		
Methods of lighting- architectural and non-architectural		
Lighting in various areas of the hotels		
Light fittings		
Selection of lighting systems and energy check list		
FURNITURE	Lecture	12
The functional aspect-furniture elements, structure, finish, upholstery		
The decorative aspects- styles of furniture		
Furniture items placed in the guestrooms		
Standard sizes of furniture		
Furniture arrangement—Guidelines		
ACCESSORIES		02
Various types of accessories and their guidelines	Assignment	
Flower Arrangement as an accessory		
Indoor Plants as an accessory		
WALL FINISHES	Lecture	04
Paint, Wallpaper, Fabric, Laminates Wood panelling, Ceramic Tiles, Glass, Textured		
FLOOR FINISHES	Lecture	04
Ceramic, Marble Terrazzo, Granite, Concrete, Wood, Resilient (Vinyl, Asphalt, Rubber, Linoleum)		
Floor Polishes and Seals		
CARPETS		16
The components of carpets-face, primary & secondary backing		
Types of carpets their construction & uses (woven, tufted, bonded, electro statically flocked)		
Carpet Dyeing		
Carpet Forms		
Carpet Under lays		
Laying a carpet		
The decorative value of a carpet		
The functional value of a carpet		
Criteria for selection of carpet		
	Total:	**90**

Interior Decoration Practical

DECORATION FOR SPECIAL OCCASIONS	Lecture	24
Range of materials available	Practice	
Areas to be decorated	Assignment	
Theme decorations		
Synergizing with the ambience		
Budgets, costs and purchasing		
Planning, preparation and implementation of special decorations – the importance of the time factor		
FLOWER ARRANGEMENT	Lecture	24
Styles	Demo	
Equipment essential for flower arrangement	Practice	
The importance of containers		
Conditioning of flowers & plant material		
Use of dried plant material and other accessories		
Principles of flower arrangement		
All-round arrangements		
Front-facing arrangements		
Creative freestyle arrangements		
INDOOR PLANTS	Lecture	12
Care of indoor plants	Demo	
Selection of indoor plants	Practice	
LAYOUT OF A GUEST ROOM	Assignment	30
Furniture arrangement		
Wall elevation		
Colour scheme		
Colour plan		
Choice of décor items		
	Total:	**90**

EXAMINATION SCHEME

INTERIOR DECORATION - PRACTICALS

Minimum Marks	:	50
Maximum Marks	:	100
Duration	:	03 Hrs.

MARKING PATTERN:

Personal grooming	:	05
Special decoration	:	30
Flower arrangement	:	20
Journal	:	10
Identification of visuals*	:	10
Lay-out and wall elevation	:	15
Viva	:	10

TOTAL		100

* Pictures of colours scheme, decor items, etc. may be shown and identified/critiqued by students.

HOTEL ACCOUNTANCY & COSTING – AOM24

Topic	Method	Hours
CASH & CREDIT CONTROL • Cash receipts • Cash payments • Cheque payments & receipts • Rules regarding payments • Control of cash & credit sale / receipts / payments	Lecture Method	10
BUDGETS • Types of budgets - Fixed, Flexible, long term, short term, capital, revenue and zero budget • Rules for making budgets for hotels and restaurants • Difficulties / limitations in budget making	Lecture Method	10
AUDITING • Types of auditing (Statutory auditing and Internal auditing) • Limitations of auditors • Rules regarding auditing	Lecture Method	08
NIGHT AUDITING • What is night auditing? • Importance of night auditing • Limitations of night auditing • Duties of night auditor	Lecture Method	08
STATISTICS FOR FRONT OFFICE: Calculations • House count and percentage • Double occupancy and percentage • Single occupancy and percentage • Room occupancy and percentage • Expected house count • Double charge • Day user • Late departure • NUMERICALS	Lecture Method	08
COSTING • Break even point • Profit Volume ratio • Margin of safety • Cash sheet • Bin Card • Food cost, labour cost and overheads • Gross profit & percentage • Net profit & percentage	Lecture Method	16
	Total:	**60**

NOTE: USE OF CALCULATORS IS PERMITTED

BUSINESS COMMUNICATION – AOM25

No.	Topics	Hours
1	**Hotel English** Introductions Polite Enquiries Suggestions Apologizing Telephone English Requests Giving Information	04
2	**Organisational Communication** Organisational Structure Communication networking Business Centre Management Electronic Communication	06
3	**Memorandum** Formats Types Organizing Information	04
4	**Letters** Format & Style Inquiries Requests – Replying to requests Acknowledgements Tenders & Offers	04
5	**Reports & Proposals** Formats Short Informal Long Informal Formal and Letter Proposals Graphics – Types	04
6	**Business Presentation** Planning & Preparation Delivering Visual Aids	04
7	**Meetings** Types How to conduct Agenda, Notices & Minutes Other Terms associated with meetings	04
	Total:	**30**

INDUSTRIAL TRAINING (AOM26)

1) Industrial Training is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The 16 weeks industrial training would be divided into eight weeks each in the two key areas of Housekeeping & Front Office.

2) Students must complete minimum 90 days of Industrial Training and submit IT report after completion for assessment latest by 30th September. NCHM&CT will accept marks of IT only twice in a year i.e. along with first or second semester practical marks.

3) 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF) and will form part of the Industrial Training Report of the student. It will be the students' responsibility to get this feed-back/assessment form completed from the two departments of the hotel for submission to the institute at the end of Industrial Training. Remaining 80% marks will be based on assessment of the report.

4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.

5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

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Industrial Training

1. RESPONSIBILITIES OF THE TRAINEE

1 should be punctual.
2 should be attentive and careful while doing work.
3 should be keen to learn and maintain high standards and quality of work.
4 should interact positively with the hotel staff.
5 should be honest and loyal to the hotel and towards their training.
6 gain maximum from the exposure given, to get maximum practical knowledge and skills.
7 should attend the training review sessions / classes regularly.
8 should be prepared for the arduous working condition and should face them positively.
9 should adhere to the prescribed training schedule.
10 should take the initiative to do the work as training is the only time where you can get maximum exposure.
11 should, on completion of Industrial Training, handover the report, appraisals and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

1 should give proper briefing to students prior to the industrial training.
2 should make the students aware of the industry environment and expectations.
3 should notify the details of training schedule to all the students.
4 should coordinate regularly with the hotel especially with the training manager.
5 should visit the hotel, wherever possible, to check on the trainees .
6 should sort out any problem between the trainees and the hotel.
7 should take proper feedback from the students after the training.
8 should brief the students about the appraisals , attendance, marks and training report.
9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
10 should ensure trainees procure training completion certificate from the hotel.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure completion of appraisal form and issue of completion certificate to trainees on the last day of training

Industrial Training

PERFORMANCE APPRAISAL FORM (PAF)

Name of Student: _____ **NCHM&CT Roll No:** _____
Institute: IHM / FCI _____ **Duration: 08 weeks (48 working days)**
Name of the Hotel: _____ **From:** _____ **To:** _____
Department: Housekeeping / Front Office

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of 48 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked	4
Gets on well with most colleagues, Handles customers well	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others	4
Accepts criticism, but does not necessarily act on it	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work preferred	2
Rarely grasps points correctly	Lacks drive and commitment	1

Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation	2
Requires constant supervision. Lacks any comprehension of the application	1

Responsibility

Actively seeks responsibility at all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes	3
Inclined to refer matters upwards rather than make own decision	2
Avoids taking responsibility	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided	5
Maintains a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven	2
Inaccurate and slow at work	1

Quantity of Work

Outstanding in output of work.	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Total _____/ 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ **Signature:** _____

Designation of Appraiser: _____ **Date :** _____

Signature of Student: _____ **Date :** _____