

E-01 – HUMAN RESOURCE (M&D)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	<p>SOCIAL PROCESS AND BEHAVIOR IN HUMAN RESOURCE</p> <p>1. 1 INTRA-PERSONAL PROCESSES Understanding Human Behaviour Learning Perception Stress and Coping</p> <p>1.2. INTER-PERSONAL PROCESSES Helping Processes Communication and Feedback Communication Inter-personal Styles and Feedback</p> <p>1.3. GROUP AND INTER GROUP PROCESSES Group Formation and Group Processes Organisational Communication Team Development and Team Functioning Team Building Conflict, Competition and Collaboration</p> <p>1.4. ORGANISATIONAL PROCESSES Organisational Processes: An Overview of Major Concepts, and Emerging Trends Power, Politics and Authority Integration, and Control Organisational Climate Organisational Effectiveness</p>	16
2	<p>HUMAN RESOURCE DEVELOPMENT</p> <p>2.1 HRD AND THE SUPERVISOR Task Analysis Motivational Aspects of HRD Developmental Supervision Counselling and Mentoring</p> <p>2.2 MAIN ISSUES IN HRD HRD Culture and Climate HRD for Workers HRD in Service Industry</p>	14
3	<p>HUMAN RESOURCE PLANNING</p> <p>3.1 BASICS OF HUMAN RESOURCE PLANNING Macro Level Scenario of Human Resource Planning Concepts and Process of Human Resource Planning Methods and Techniques-Demand Forecasting Methods and Techniques-Supply Forecasting</p> <p>3.2 JOB EVALUATION Job Evaluation: Concepts, Scope and Limitations Job Analysis and Job Description</p>	18



	<p>Job Evaluation Methods</p> <p>3.3 ACTION AREAS - ISSUES AND EXPERIENCES Selection and Recruitment Induction and Placement Performance and Potential Appraisal Transfer, Promotion and Reward Policies Training and Retraining</p> <p>3.4 MEASUREMENTS IN HUMAN RESOURCE PLANNING Human Resource Information System Human Resource Audit Human Resource Accounting</p>	
4	<p>UNION MANAGEMENT RELATIONSHIP</p> <p>4.1 CONCEPTUAL FRAMEWORK Union Management Relations Perspective</p> <p>4.2 UNIONS AND UNIONISM Trade Union Development and Function Trade Union Structures and Trade Union Recognition Leadership and Management in the Trade Unions White Collar and Managerial Trade Unions Management and Employers' Association</p> <p>4.3 CONFLICT RESOLUTION Dynamics of Conflict and Collaboration Nature and Content of Collective Bargaining Negotiation Skills Issues and Trends in Collective Bargaining Role of Labour Administration: Conciliation, Arbitration and Adjudication</p> <p>4.4 WORKERS' PARTICIPATION IN MANAGEMENT Evolution, Structure and Processes</p>	12
5	<p>MANAGING CHANGE</p> <p>5.1. CONCEPT OF MANAGING CHANGE The Process of Organisational Change Key Roles in Organisational Change Culture and Change Managing Resistance to Change Effective Implementation of Change</p> <p>5.2. CONSULTING : APPROACHES & SKILLS Manager as Agent of Change Internal Change Agent External Change Agent (Consultant)</p>	8



Reference Books –

HRM in Tourism and hospitality --- Darren Lee- Ross

H R in hotel Industry ----- R K Malhotra

Hand on Public Relation Communication ----- Philip Lesly

Essential of HR Management and Industrial Relation ----- P Subbarao



E-02 – CUSTOMER RELATION MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weightage
1	<p>Introduction</p> <ul style="list-style-type: none"> • Definition • CRM as a business strategy • Elements of CRM • CRM processes and systems • Entrance, applications and success of CRM <p>Case Study: We have got a huge success on our hands</p>	4	6
2	<p>Customer – supplier relationships</p> <ul style="list-style-type: none"> • History • Description of customer – supplier relationships • The dynamic in relationships <p>Case study: the relationship between a logistics service provider and its new client</p>	3	6
3	<p>CRM as an integral business strategy</p> <ul style="list-style-type: none"> • The nature of the CRM strategy • The context of the CRM strategy • The result of a successful CRM strategy <p>Case study: orange Line</p>	7	12
4	<p>The relationship – oriented Organisation</p> <ul style="list-style-type: none"> • Mission • Culture • Structure • People • Communication and information • Systems • Where do we stand? 	7	12
5	<p>Customer knowledge</p> <ul style="list-style-type: none"> • The value of customer knowledge • The utilization of data as an asset • From data to customer knowledge • Privacy • Personal Data Protection Act • Information polic 	5	10
6	<p>Communication and Multichannels</p>	7	10



	<ul style="list-style-type: none"> • Multichannels defined • The channels • Customers and the use of the channels • Influence of the channels on pricing and the formation of relationship • Recommendation on multichannel communication 		
7	The relationship policy <ul style="list-style-type: none"> • Improvement of the size and quality of the customer database • Relationship policy per segment • Relationship policy by relationship phase • Translating the relationship policy into contact moments • Loyalty Programmes 	6	10
8	Relationship data management <ul style="list-style-type: none"> • Customer identification • Expanding the size of the customer database • Customer profiling 	4	6
9	Data analyses and datamining <ul style="list-style-type: none"> • Experience with data analysis • The analysis process • Datamining 	4	6
10	Relation and cross-sell analyses <ul style="list-style-type: none"> • Retention • Cross-selling 	3	6
11	Call centre management <ul style="list-style-type: none"> • Call centers described • Call centers and human resource • Determining the service level • Capacity planning 	4	6
12	Internet and the website <ul style="list-style-type: none"> • Traffic building • starting points for providing quality during the visit • Creating quality during the visit • From visit to transaction • From transaction to delivery • From deliver to retention • Measuring results 	4	6
13	Direct mail		



	<ul style="list-style-type: none"> • The position of direct mail • The process of developing, producing, sending and following-up direct mailings • Effective direct mail messages 		
TOTAL		60	100



E-03/1 – LANGUAGE - FRENCH
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

OBJECTIVES

After completing the required class hours the students will be able to speak, write, read and understand French. The syllabus covers various aspects of hotel and tourism interactions which will surely help the students to be confident in practicing the language.

Unit	Topic	Hours
1	LETTERS & SOUNDS <ul style="list-style-type: none"> • THE ALPHABET • THE ACCENTS • OTHER ORTHOGRAPHIC SIGNS • LES SIGNES DE PONCTUATION • LES SYMBOLES PHONETIQUES • TEST FOR UNIT 1 & ORALS 	4
2	NOMBERS <ul style="list-style-type: none"> • CARDINAUX • ORDINAUX • TEST FOR UNIT 2 	3
3	CATEGORIES OF GRAMMAR <ul style="list-style-type: none"> • THE ARTICLES • PLURAL OF NOUNS • PLURAL OF ADJECTIVES • FEMININE FORMS, POSITIVE, COMPARATIVE AND SUPERLATIVE DEGRESS OF ADJECTIVES • PRONOUNS • TEST • NON – QUALIFICATION ADJECTIVES • LIST OF PLACE NAMES • LES VERBES • VERB “ETRE” • VERB “AVOIR” • THE PRICIPAL (MAIN) VERBS • TEST • CONJUGATION OF FIRST GROUP OF VERB IN PRESENT TENSE • CONJUGATION OF SECOND GROUP OF VERB IN PRESENT TENSE • CONJUGATION OF SOME OF THE THIRD GROUP OF VERB IN PRESENT TENSE • TEST • PECULARITIES OF SOME OF THE FIRST GROUP OF VERBS • REFLEX VERBS 	20



	<ul style="list-style-type: none"> • RECIPROCAL VERBS • PAST INDEFINITE OF THE REGULAR AND IRREGULAR VERBS • VERBS OF MOTION • TEST • FUTURE (FUTURE TENSE) • IMPARFAIT(IMPERFECT OR PAST CONTINUOUS TENSE) • IMPERATIVE MOOD • ADVERBS • PREPOSITIONS • CONJUCTIONS • INTERJECTIONS • TEST 	
4	CONVERSATIONS <ul style="list-style-type: none"> • CLASSROOM CONVERSATIONS • SIMPLE CONVERSATIONS • GENERAL CONVERSATIONS • WE ARE HAPPY TO WELCOME YOU • ASKING FOR INFORMATION • CONVERSATIONS RELATED TO ORDERING MEAL • LE PETIT DEJEUNER • TEST 	10
5	CONTINENTAL CUISINE & DRINKS <ul style="list-style-type: none"> • LES VINS DE FRANCE • LA MATERIAL DE CUISINE • LA BATTERINE DE CUISINE • CULINARY FRENCH • AUTRES PLATS CLASSIQUES • DESCRIPTION DES PLATS • BASIC RULES OF THE MENU GRAMMAR • IMPORTANT CULINARY TERMS • TEST 	10
6	GUIDE TO TRAVELLERS <ul style="list-style-type: none"> • ON ARRIVAL • AT HOTEL • HOW TO GO TO • AT THE CASH COUNTER • THE BREAKFAST • LUNCH IN A RESTAURANT • THE DINNER TABLE • AT THE CAFE • SIGHT SEEING • TEST 	8
7	DAYS,MONTHS & DATES	2



	TIME WEATHER TEST	
8	VOCABULARY FRENCH – ENGLISH ENGLISH – FRENCH TEST	3
TOTAL		60

REFERENCE BOOK:

FRENCH FOR HOTEL MANAGEMENT & TOURISM INDUSTRY
BY S. BHATTACHARYA ,FRANK BROS. & CO. (PUBLISHERS) LTD., NEW-DELHI



COURSE PLAN FOR BASIC GERMAN – LEVEL I

This course is designed for absolute beginners. Participants learn the basic sentence structure and vocabulary used in everyday situations. They are also trained to formulate and answer simple questions and to read and understand elementary texts. This course is a progressively structured organic unit and is offered as a minimum program of learning.

TEXTBOOK AND COURSE MATERIAL

The same textbooks as used in Goethe Institute are used here for all the courses. However, the course teacher may draw from any suitable textbook(s) depending on the need of the particular topic being done at a given time in the course and distribute the same as Xeroxed handouts to the participants.

Syllabus

The first 8 chapters are prescribed for Basic German Level I.

Course Content

Reihe 1 :

Conjugation of A and B group verbs and “heissen”. Personal pronouns “ich, Sie, er, sie”. Word order in German sentences. Text : Name, country, place of living.

Reihe 2 :

Verb “sein”. Possessive pronouns. Personal pronouns “du, wir, ihr”. Occupational nouns. Text : Studies, Profession.

Reihe 3:

Verb “haben”. Indefinite article. Use of the same with haben. Numerals 1 to 100. Use of “kein” and “nicht”. Text : Family, brothers and sisters, age.

Reihe 4:

Time – Reading clock time. Definite article. Irregular verb – introduction and conjugation of “fahren, schlafen, lesen, essen”. Times of the day. Days of the week. Uhr and Stunde – Difference between. Text : Daily routine, appointments.

Reihe 5 :

Compound verbs – Inseparable and separable verb. Text : Invitation to a movie, drama etc.,

Reihe 6:

Modal verbs – Conjugation, use and application of Text : Job-hunt, choice of job.

Reihe 7 :

Case usage : Accusative. Verbs and prepositions governing the same. Articles for accusative. Personal pronouns for the same. Text : shopping.

Reihe 8:

Case usage continued: Dative. Verbs and prepositions governing the same. Articles for Dative pronouns for the same. Text : Gifts, at the post office.

REFERENCE BOOK:

“Lernziel Deutsch – Deutsch als Fremdsprache” Book I published in India by German Book Centre. Basic german level 1-syllabus for ‘hotel management course’ unit wise using the book lernziel deutsch book 1:

Unit	Topic	Hours
1	<ul style="list-style-type: none"> • Alphabets and phonetics • Conjugation of A and B group verbs and “heissen” • Word order in German sentences • Text : Name, Country, place of living 	8



2	<ul style="list-style-type: none"> • Verb “sein” • Possessive pronouns and their application • Nouns and their plural in german + occupational nouns • Text: studies, profession • Exercises for unit 1 and 2 • Test for unit 1 and 2, orals 	8
3	<ul style="list-style-type: none"> • Verb “haben”, indefinite articals, use of the same with ‘heben” • Numbers 1 to 100, age • Use of “kein” and “nicht” • Text: family, brothers and sisters • Exercise for unit3 • Test for unit3, orals 	8
4	<ul style="list-style-type: none"> • Reading clock time • Definite articals + summary of all three types of articals • Introduction and conjugation of “irregular” verbs: (fahren, schlafen, lesen, essen) • Times of the day, days of the week, “ uhr and stunde” • Text: daily routine appointments • Exercises for unit4 • Test for unit4, orals 	8
5	<ul style="list-style-type: none"> • Compound verbs- “inseparable and separable” • Imperative • Text: invitation to a movie, drama, food etc • Exercise for unit5 • Overall revision of unit 1 to 4 and clarification of doubts • Test for unit 5, orals 	7
6	<ul style="list-style-type: none"> • Modal verbs: conjugation • Application, usage and sentences pattern with the same • Text: job-hunt, choice of job • Exercises for unit6 • Test for unit6, orals 	7
7	<ul style="list-style-type: none"> • Case usage, types of objects as compare to English • “Accusative” case, articals and application with verbs governing the accusative • Personal pronounce in accusative, prepositions in accusative • Exercises for unit7 • Text: shopping • Test for unit7 	7
8	<ul style="list-style-type: none"> • “Dative” case, articles and application with dative verbs • Personal pronouns and prepositions in dative • 2- object sentences: dative and accusative in one sentence 	7



	<ul style="list-style-type: none"> • Sentences with pronoun objects for dative and accusative • Exercises for unit8 • Text: gifts, at the post office • Test for unit8 	
TOTAL		60



E-04 – AIRLINE CATERING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No	TOPIC	HOURS
1.	<p>Introduction</p> <ul style="list-style-type: none"> • History of Airlines Catering • Impact of Mass Tourism • The effect of Globalization • Air Travel Segment • Customer expectation 	4
2	<p>The Airlines Catering Industry</p> <ul style="list-style-type: none"> • The In-flight experience <p>Back of House activities</p> <ul style="list-style-type: none"> • Planning Menu • Purchasing for flight catering • Large scale food manufacturer • Preparing Dishes and meal • Tray & Trolley preparation • Loading aircraft <p>The Flight catering supply chain</p> <ul style="list-style-type: none"> • Role of manufacturer • Role of Distributor • Role of Caterer • Role of Airlines • The Airlines-Caterer interface 	8
3	<p>The Airlines-provider interface</p> <ul style="list-style-type: none"> • Flow of Information from airlines <p>Service and Product specification</p> <ul style="list-style-type: none"> • Product specification • Packaging and labeling • Role of food and drink manufacturer • Purchasing and sourcing of flight consumable <p>Information flow from passengers</p>	6
4	<p>Production Planning</p> <ul style="list-style-type: none"> • Design of food production system & workflow • Production planning • The planning process • Planning overall production control <p>Food production-</p> <ul style="list-style-type: none"> • The manufacturing process • Manufacturing strategy <p>Menu planning</p> <ul style="list-style-type: none"> • Product menu development • Menu cycle 	8



	Liaisons with food supplier Suppliers' Audit	
5	Flight Production Operation <p>Production system-</p> <ul style="list-style-type: none"> • Layout of Flight catering Unit • Goods receiving • Storage • Production Kitchens • Food & Veg preparation • Meat preparation • Fish preparation • Bakery & Pastry • Hot Kitchen • Cold Kitchen • Beverage preparation • Wash up area • Tray assembly <p>Production Control</p> <ul style="list-style-type: none"> • Computer system • Recipe files • Aircraft Data • Flight schedule • Reservation and check in data • Production Schedule <p>Quality Control</p> <ul style="list-style-type: none"> • HACCP in flight catering 	12
6	Transportation & Loading <ul style="list-style-type: none"> • Types of Uplifts • Transportation Vehicle and staffing • Transportation control • Loading and Unloading of vehicle • Issues in transportation • Security • Logistics 	4
7	On board stowage and regeneration <ul style="list-style-type: none"> • Service level and Galley provision • Aircraft configuration • Galley Location, design and layout plan • Waste storage and compaction • Non-food storage • Service trolleys or carts • Operational procedures 	4
8	On-board service <ul style="list-style-type: none"> • Cabin design and service • Staffing level and training • In-flight service policy • Inflight service procedure 	4



	<ul style="list-style-type: none"> ➤ First class meal service ➤ Business class meal service ➤ Economy class meal service ➤ No frill services <ul style="list-style-type: none"> ● In-flight service customer feed back 	
9	Off-loading and recycling <ul style="list-style-type: none"> ● Introduction ● Transportation ● Bins ● Trough conveyor ● Vacuum waste system ● Recycling ● Washing ware and equipment ● Refurbishment ● Waste management ● Disposal and Incineration ● Water treatment ● Recycling waste 	6
10	Airlines Regulations and Laws <ul style="list-style-type: none"> ● Essential Licenses ● Bond License and Bond Room procedures ● Govt. of India guidelines for approval. 	4
		60 Hours



E-07 – SALES AND MARKETING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	<p>Sales Management</p> <p>1.1 Sales Management Functions Introduction to Sales Management Personal Selling Sales Process</p> <p>1.2 Selling Skills Communication Skills Sales Presentation</p> <p>1.3 Sales Force Management Job Analysis, Recruitment and Selection Training for the Sales Force Compensation and Motivation of the Sales Force Monitoring and Performance evaluation</p> <p>1.4 Planning And Control of the Sales Effort Sales Planning Sales Budgeting & Control</p> <p>1.5 Sales Management Functions Introduction to Sales Management Personal Selling Sales Process</p> <p>1.6 Selling Skills Communication Skills Sales Presentation</p> <p>1.7 Sales Force Management Job Analysis, Recruitment and Selection Training for the Sales Force Compensation and Motivation of the Sales Force Monitoring and Performance evaluation</p> <p>1.8 Planning And Control of the Sales Effort Sales Planning Sales Budgeting & Control</p>	18
2	<p>Principles of Marketing Management</p> <p>2.1 Evolution of Marketing Demand , Need , Desires, Wants , Goods & Services Marketing Planning</p> <p>2.2 Nine Principles of Marketing Product , Price, Place, Promotion, Packaging, Process, People , Physical Evidence, Pace</p>	18



	2.2 Marketing Strategy for hospitality Industry Competitors – Types & Strategies 2.4 Publicity And Promotion Advertising , Soft & Hard Sell Functioning of Guest Relation Department	
3	Marketing & Services & Consumer Behaviour 3.1 Marketing of Services – Concepts and Issues Conceptual Frame Work Services Marketing – Basic Issues 3.2 Marketing of Hospitality Services Marketing of Hospitality & Tourism Services 3.3 Consumer Behaviour – Issues and Concepts Nature , Scope & Applications Consumer Behaviour & Life Style Marketing Organisational Buying Behaviour 3.4 Individual & Group Influences on Buying Behaviour Perceptions Consumer Motivation & Involvement 3.5 Buying Process Problem Recognition & Information Search Behaviour Information Processing Alternative Evaluation Purchase Process & Post Purchase Behaviour	18
4	International Marketing Mix 4.1 Product Policy & Planning 4.2 Adverting & Promotional Management 4.3 International Pricing Policy 4.4 Distribution & Sales Policy	6
TOTAL		60

Reference Books-

Marketing Leadership in Hospitality ---- Lewis Chambers
 Global Marketing Management ----- Warren J Keegan
 Public Relation ----- Dilenschneider Forrestal
 Marketing Management ----- Philip Kotler
 Marketing Management ----- S Ramaswamy, S Namakumari



E-08 – BAR MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.NO	TOPIC	HOURS
1	The Bar and Bar Equipments (a) Type of Bar (b) Design of Bar (c) Bar Equipment and Accessories (d) Glassware (e) Consumable Supplies	16
2	The Bar Attendant (a) Bar Tender's – Job Description (b) Qualities required (c) Sales Techniques (d) Guidelines for Bar Attendants (e) Hygiene and Health (f) Responsible Service of Alcohol	08
3	Bar Duties (a) Mise-en-place / Care of Work Station / Closing Functions of Bar (b) Revenue Handling (c) Stock Control	08
4	Cellar Operations (a) The Cellar – Introduction (b) Refrigeration and Cooling Systems (c) Stock Management (d) Safety Procedures	08
5	Control Cycle for Beverages (a) Purchasing (b) Receiving (c) Storing (d) Issuing (e) Production (f) Sales	12
6	Approaches to Beverage Control (a) The Inventory or Ounce Control System (b) The Mechanical Control System (c) Potential Sales Value System	08
TOTAL		60



E-09 – ENTREPRENEURSHIP
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	TOPIC	HOURS
01	<p>“THE ENTREPRENEURIAL PERSPECTIVE”</p> <ul style="list-style-type: none"> • Meaning of Entrepreneurship • The entrepreneurial perspective, evolution, approaches and key concepts, • Entrepreneur v/s Manager, • Established company v/s startup • Role of entrepreneur in economic development • Entrepreneurial / Intrapreneurial mind set • Types of entrepreneurs 	05
02	<p>“THE ENTREPRENEUR”</p> <ul style="list-style-type: none"> • Traits of successful entrepreneur • Myths of entrepreneurship • Entrepreneurial process • Problems faced by entrepreneur and capacity building for entrepreneurship 	03
03	<p>“SCOPE OF ENTREPRENEURSHIP IN TOURISM AND HOSPITALITY INDUSTRY”</p> <ul style="list-style-type: none"> • Emerging trends and opportunities in Tourism and Hospitality Industry • Great Entrepreneurs in India 	03
04	<p>(A) “LIFE CYCLE OF A SUCCESSFUL VENTURE”</p> <p>Stages of Venture Life Cycle: Pre-venture, Start-up, Growth ,Maturity ,Exit</p> <p>(B) “THE ENTREPRENEURIAL VENTURE CREATION”</p> <ul style="list-style-type: none"> • Creativity and Innovation • Idea generation • Systematic process to evaluate idea – Opportunity Evaluation • Environment assessment, market research 	12
05	<p>“BUILDING A BUSINESS MODEL AND BUSINESS PLAN”</p> <p>Business Models</p> <ul style="list-style-type: none"> • Types of Business Models • Developing a Business Model <p>Business Plan</p> <ul style="list-style-type: none"> • Introduction To Business Plan • Financial plan • Marketing plan • Organizational plan • Operational plan • Writing and Presenting a Business Plan 	16



	B-plan presentation to the panel of angel investors and VCs	
06	“MANAGING FINANCE AND METHODS OF RAISING FINANCE” Raising Finance <ul style="list-style-type: none"> • Sources of capital • Bootstrapping • Seed funding • Angel investors • Venture capital • Private equity Basics of Financial Management <ul style="list-style-type: none"> • Introduction to Financial Management and Accounting • Financial Statements and Cash flow • Decisions that influence financial results of a firm 	06
07	“MANAGING, GROWING AND EXITING THE VENTURE” <ul style="list-style-type: none"> • Entrepreneurial issues for growth • Growth strategies • Legal issues • IP rights • Valuation of the venture • Going public • Exiting the venture 	07
08	“MANAGEMENT AND SUPPORT SYSTEM” <ul style="list-style-type: none"> • Forms of business ownership • Professionalization • Succession plan • Reinventing and Turnaround • Support systems for Entrepreneurs <ul style="list-style-type: none"> I. Institutional support II. Training Institutions III. Financial Institutions IV. Research and Technology V. Marketing and legal aspects VI. Taxation benefits • Global aspects of entrepreneurship 	08
TOTAL		60

Prescribed Text Book

- Donald Kuratko and Richard Hodgetts – “Entrepreneurship” – Cengage (Thomson)
- Robert Hisrich and Michael Peters-“Entrepreneurship” –Tata McGraw Hill
- Zimmerer and Scarborough – “Essentials of entrepreneurship and small business management” -Pearson
- S.S.Khaka – “Entrepreneurial development”- S.Chand
- Peter Drucker (1993), “Innovation and Entrepreneurship”, Hyper Business Book.
- www.nenonline.org



E-10 - FACILITY PLANNING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	Lodging Planning and Design The planning and design process. <ul style="list-style-type: none"> • Site planning • Hotel Planning. • Guestrooms and Suites. • Lobby • F&B outlets • Recreation facilities • Administrative offices • Recreation facilities • Food production areas. • Back of the house areas. 	6
2	Hospitality facilities <ul style="list-style-type: none"> • Guestrooms and corridors • Public Space • Recreation and Exterior areas. • Back of House - Laundry, Food service, offices • Building structure/Design and exterior. • Facilities for the handicapped guest. Detailed Guidelines of Classification of Hotel in all category as per Min. of tourism's recommendation	6
3	Layout and designs with facilities for PH employee <ul style="list-style-type: none"> • Kitchen • Stores • Kitchen stewarding • laundry 	4
3	The Role of facilities and the cost implication in the Hospitality Industry. <ul style="list-style-type: none"> • The cost of Development and construction. • The cost of operation. • The cost of Renovation and modernization. • The impact on facility design on facility Management. • Management responsibilities. 	6
4	Hospitality Facilities Management Tools and Techniques. <ul style="list-style-type: none"> • Maintenance systems. • Facilities maintenance and repair. • Contract Services. • Budgeting and facilities costs. 	4
5	Environmental Management <ul style="list-style-type: none"> • Energy Conservation • Management of Fresh Water resources. • Waste minimization and Management. • Waste Water Management. • Land use Planning and Management. 	8



6.	Safety and Security System. <ul style="list-style-type: none"> • Safety and the Hospitality Industry. • Building Design, maintenance and Safety. • Fire Safety. • Evacuation Plans 	6
7	Water and Waste Water System. <ul style="list-style-type: none"> • Water usage in lodging Industry. • Water System. • Water quality • Water Heating System • Swimming Pool Water treatment. 	4
8	Electrical Systems. <ul style="list-style-type: none"> • A brief introduction to Electrical system. • System design and operating Standard.. • System Components. <ul style="list-style-type: none"> - Fuses and circuit breakers - Distribution panels and wiring - Emergency power system - Lighting system design and maintenance. • Energy saving opportunities 	4
9	Heating, Ventilating and Air-conditioning system <ul style="list-style-type: none"> • Heating Sources and equipment. • Cooling sources and equipment. • Guest room HVAC system • HVAC system in public areas. 	6
10	Hotel Renovation. <ul style="list-style-type: none"> • Reasons to renovate • The life cycle of Hotel • Types of Renovation • Creating a renovation plan. • Implementing renovation plan. 	6
TOTAL		60



E-11 – EVENT MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.NO	TOPIC	HOURS	WEIGHTAGE
1	Introduction of Event Management <ul style="list-style-type: none"> • The Catering Industries • Types of Events • Function Prospectus • Objective, Scope, Methodology, & Limitations of the study. • Tools for Event Planning & Management 	10	10%
2	Event Operation <ul style="list-style-type: none"> • Parking, Maintainance, Ticketing, Security • Type of Set-ups(FP & F&B) • Ambience & Cleanliness. 	5	10%
3	Menu <ul style="list-style-type: none"> • Menu Planning • Factors to Consider: Theme, Cost, Time, No. of People, Individual Requirements, Variety, Location, etc. • Procurement & Storage Procedures • Budgeting Procedures for the Event • Labour Cost & Operational Cost 	15	25%
4	Accessing & Measuring Event Success <ul style="list-style-type: none"> • Customer Satisfaction • Client Service • Vendor Relation • Safety & Risk Management 	5	10%
5	Designing & Layout	5	10%
6	Control Tools & Techniques <ul style="list-style-type: none"> • Financial, Operational & Behavioural Controls. • Motivating Employees • Financial Considerations 	5	10%
7	Introduction to MICE	5	5%
8	Case-Study <ul style="list-style-type: none"> • Birthday • wedding • kitty • Festival • Cultural events • Social/political events • Product launch • Theme parties, etc 	10	20%
TOTAL		60	100%



E-12 – QUALITY STANDARDS
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S. No	Topic	Hours	Weightage
1.	What is Quality: An Introduction <ul style="list-style-type: none"> • Introduction • Quality- Definition, Historical Perspective, Quality in different areas of society • Quality Gurus • Terminology of Quality • Basic tools of Quality • Quality control 	4	5
2	Quality Management <ul style="list-style-type: none"> • Introduction • Importance • Principle • Processes • Requirements • Implementation & certification of a QMS 	4	5
3	System of Quality Management – TQM <ul style="list-style-type: none"> • Introduction • Define TQM • TQM in Practice • Components of TQM • Principles of TQM • Steps of TQM • Models of TQM • Implementation of TQM • Evaluation of TQM • Banners of TQM 	8	10
4	ISO 9000 for Quality Assurance <ul style="list-style-type: none"> • Introduction and Origin • History of ISO 9000 • Why ISO 9000 • Implementation of ISO • ISO 9000 Registration Process • ISO and World Trade • ISO in Developing countries • Who develops ISO SFDS • How ISO standards are developed • Auditing Standards • Disadvantages to adopting ISO 9000 requirement 	12	15
5	ISO 14000 : Environmental Management System <ul style="list-style-type: none"> • Introduction • History • Who and what do the standards apply to? • The ISO 14000 Family 	4	10



	<ul style="list-style-type: none"> • EMS Mood • Elements of ISO 14001 standards • Total Quality Environmental Management 		
6	Quality Control circles <ul style="list-style-type: none"> • Introduction • What is it • Objectives • Principles of QCC • Benefits of QCC • Why QCC • Implementation of QCC • Steps invoiced in QCC 	4	5
7	Kaizen <ul style="list-style-type: none"> • Introduction • Benefits • Advantages • Dangers • Kaizen technique Include 	2	5
8	Six Sigma <ul style="list-style-type: none"> • Introduction • History • Tools • Roles • Goals • Methodology • Advantages 	4	5
9	Just in time <ul style="list-style-type: none"> • Introduction • History • Key Elements • Steps • Goal • Limitation 	2	10
10	Quality Management in the food Industry-HACCP <ul style="list-style-type: none"> • Introduction and development of HACCP • Steps of HACCP • Principles • Implementation • Similarity and Differences in ISO 9000 & HACCP 	4	10
11	The Codex Alimentarius Commission <ul style="list-style-type: none"> • Introduction • Membership of codex • Working of codex • Codex – What it comprises • Role of consumer in codex Implication of CAC 	4	5
12	FSSAI- <ul style="list-style-type: none"> • Introduction 	2	5



	<ul style="list-style-type: none"> • Role • Actions • Motive of establishment 		
13	Bureau of Indian Standards <ul style="list-style-type: none"> • Introduction • Role • Actions • Motive of establishment 	2	5
14	Consumer Protection Law	2	10
15	Legal Meteorology and Standards <ul style="list-style-type: none"> • Management of Advertisements 	2	5
	Total	60	100

