

DIPLOMA (HOTEL MANAGEMENT & CATERING TECHNOLOGY) – PART TWO

Optional Early Certificate: - Basics of Hotel Management

Syllabus:

S.N	Code	Name of Module	CR
1	HM63-06	Travel & Tourism Management	5
2	HM63-07	Accommodation Operations	5
3	HM63-08	Safety and First AID	4
4	HM63-09	Hotel Economics	4
5	HM63-10	Practical Work	4

Module Name: TRAVEL AND TOURISM MANAGEMENT

- Fundamentals of Travel and Tourism:** Tourism, the Dynamics of Definitions, Difference between Visitor, Tourists and Excursionist, Types and Forms of Tourism, Forms of Tourism, Concept of Tourism as an Industry, Component of Tourism, Tourism Elements.
- Supply Side of Travel and Tourism:** Introduction.
- Policy Implications of a Sustainable Tourism Agenda:** Economic Viability, Good Trading Conditions, Local Prosperity, Employment Quality, Social Equity, Utilizing Income from Tourism to Support Social Programmes, Visitor Fulfillment, Local Control, Community Wellbeing, Cultural Richness, Physical Integrity, Biological Diversity, Resource Efficiency, Environment Purity.
- Shaping Sustainable Tourism:** Developing a Sustainable Tourism Strategy, Determining the Level and Nature of Tourism, Influencing Tourism Development, Influencing the Operation of Tourism Enterprises, Influencing Visitors- Promoting Sustainable Consumption.
- Instruments for Sustainable Tourism:** Measurement Instrument, Command and Control Instrument, Voluntary Instruments, Supporting Instruments.
- The Construct and Object of Tourism:** Basic Tourism System, The Tourism Construct, Regulatory Bodies.

Module Name: ACCOMMODATION OPERATIONS

1. **House Keeping:** Housekeeping in hotels-Importance, functions, liaison with other departments. Types of rooms-Classification, room supplies. Cleaning agents and equipment's-Classification, principles, selection and types of cleaning. Bed making-Types of service, Laundry-Type & machines used, key and key control, pest control, Linen room-Classification & layout. Housekeeping department-Hierarchy, duties & responsibilities of housekeeping staff. Lower arrangement-Types and principles.
2. **Front Office:** Introduction to hotels-Classification of hotels, rates and meal plans, type of hotel guest. Front office department-Organization, equipment's used, layout, duties and responsibilities of front office staff. Reservation & registration-Types, functions, room assignments, checking methods of payment, types of guest folios. Functions of front office-Accounting system, credit control, methods of account settlement, and types of folios, updating front office records, security functions, emergency functions, and safe deposit locker functions.

Module Name: SAFETY AND FIRST AID

1. Aims and objectives of first aid.
2. Qualities and responsibilities of a first aider.
3. Study of human physical anatomy: Skeleton system, Respiratory system, Circulatory system, excretory system, Nervous system, Reproductive system.
4. First aid procedure for different accidents.
5. Hemorrhage
6. Asphyxia
7. Shock and unconsciousness
8. Cardiac arrest
9. Burns
10. Insect bite
11. Snake bite
12. Poisoning
13. Injury
14. Nursing
15. Preparation of first aid box.

Module Name: HOTEL ECONOMICS

1. **Demand:** Meaning of Demand. Law of Demand. Extension and contraction of Demand. Increase and decrease in Demand. Survey of Buyers intention.
2. **Elasticity of Demand:** Meaning of income elasticity of Demand. Cross elasticity of Demand. Price elasticity of Demand.

3. **Production Function:** Managerial use of production functions. Law of variable proportions.
4. **Cost of Production:** Cost concepts- TFC-TVC, TC-AC and MC factors influencing cost of production, opportunity cost, cost and output relation.
5. **Supply:** Meaning – Law of supply. Determinants of Law of Supply. Elasticity of Law of Supply. Influence on cost of production.
6. **Revenue Analysis:** Average revenue. Marginal revenue. Total revenue.
7. **Pricing Policy:** General considerations involved in formulating pricing policy. Objectives of Price policy.
8. **Pricing Methods:** Cost plus or full cost pricing. Going rate policy. Pricing for a rate of return.

Module Name: Practical Work