

DIPLOMA (HOTEL MANAGEMENT, CATERING TECHNOLOGY & TOURISM) – PART TWO

Syllabus:-

| Sr. No. | Module Code | Name of Module | Credits | Total Marks |
|---------|-------------|--|---------|-------------|
| 1 | HCT-121 | Computer – Information Technology | 4 | 100 |
| 2 | HCT-122 | Hotel Housekeeping – I (T&P) | 5 | 100 |
| 3 | HCT-123 | Hotel Engineering | 4 | 100 |
| 4 | HCT-124 | Practical - Food Production – I | 3 | 100 |
| 5 | HCT-125 | Fundamentals of Tourism and Tourism Products | 5 | 100 |

Module Name: COMPUTER – INFORMATION TECHNOLOGY

Unit 1: INTRODUCTION TO INFORMATION SYSTEM

Meaning and definition of system, information and information system – business information system – Features of Information system – Uses of Business Information Systems, Users of Information Systems – Components of Business Information Systems.

Unit 2: TYPES OF INFORMATION SYSTEMS

Management Support Systems (MSS), Management Information systems, , Transaction Processing systems, Decision Support Systems (DSS), Group Decision Support System (GDSS), Office Automation system, Process Control systems, Executive Information systems, Levels of management and Information systems.

Unit 3: MS OFFICE

MS Word – editing a document- Formatting – Spell Checking – Page setup, using tabs, Tables and other features Mail Merge, MS Excel – building work sheet- data entry in work sheets, auto fill – working with simple problems- formula – statistical analysis, sort, charts, MS Power point – Design, Side Show – Presentation.

Unit 4: DATABASE MANAGEMENT SYSTEMS

Introduction- Purpose of Database Systems, Views of data, Data Models, Database language, Transaction Management, Storage Management, Database Administrator, Database Users, Overall System Structure, Different types of Database Systems

SKILL DEVELOPMENT

- Maintain a Record on Practical's.

BOOKS FOR REFERENCE

1. James Obrein, Management Information Systems, Tata McGraw Hill
2. M. Suman _ Computer Application Business, VBH
3. R.G. Saha – Computer Application Business, HPH.
4. Amrutha Gowri & Soundrarajana A, Computer Application Business, SHBP.
5. Manjunath, GunduRao – Computer Business Applications, HPH.
6. Sudaimuthu& Anthony: Computer Applications in Business, HPH.
7. S. Perekar, Anindita Hazra; Computer Application in Business
8. Srivatasava : Enterprise Resource Planning I.K. International
9. S Sadagopan, Enterprise resource planning (ERP), Tata McGraw Hill
10. S.P. Rajagopal, Computer Application in Business
11. C.S.V.Murthy: Management Information, HPH

Module Name: HOTEL HOUSEKEEPING – I (T&P)

1. **Introduction:** Introduction , Categorization ,Types& Organization Structure of a Hotel, Meaning, Definition & Importance of Housekeeping Department, Role of Housekeeping in hospitality industry.
2. **Lay out & Organizational Structure:** Layout of Housekeeping department, Organizational Structure of Housekeeping department (Small, Medium & large), Interdepartmental relationship(emphasis on Front office & Maintenance), Relevant sub section.
3. **Staffing in Housekeeping Department:** Role of key personnel in Housekeeping department, Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy house keeper ,Floor supervisor, Public area supervisor ,Night supervisor ,Room attendant, House man, Head gardener).
4. **Planning work of housekeeping department:** Identifying Housekeeping department, Briefing & Debriefing, Control desk, Role of Control Desk during emergency, Duty Rota & work schedule, Files with format used in Housekeeping department.
5. **Hotel Guest Room:** Types of room-definition, Standard layout, Difference between Smoking & Non Smoking room's, Barrier free room's, Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room, Layout corridor& floor Pantry.

- 6. Cleaning Science:** Characteristics of good cleaning agent, Application of cleaning agent, Types of cleaning agent, Cleaning products, Cleaning equipment, Classification and types of equipment with Diagram's.

Module Name: HOTEL ENGINEERING

Unit I

MAINTENANCE: Preventive and breakdown maintenance, comparisons

- a. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel.
- b. Organization chart of maintenance department, duties and responsibilities of maintenance department

Unit II

Fuels used in catering industry:

- a. Types of fuel used in catering industry; calorific value; comparative study of different fuels
- b. Calculation of amount of fuel required and cost.

Unit III

Gas:

- a. Heat terms and units; method of transfer
- b. LPQ and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output.
- c. Gas bank, location, different types of manifolds

Unit IV

Electricity:

- a. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications
- b. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side.

- c. Electric wires and types of wiring
- d. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances.
- e. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination.
- f. External lighting
- g. Safety in handling electrical equipment.

Unit V

Water systems:

- a. Water distribution system in a hotel
- b. Cold water systems in India
- c. Hardness of water, water softening, base exchange method
- d. Cold water cistern swimming pools
- e. Hot water supply system in hotels
- f. Flushing system, water taps, traps and closets

Unit VI

Refrigeration & Air-conditioning:

- a. Basic principles, latent heat, boiling point and its dependence on pressure,
- b. vapour compressor system of refrigeration and refrigerants
- c. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance.
- d. Conditions for comfort, relative humidity, humidification, de-humidifying, dew point control, unit of air conditioning
- e. Window type air conditioner, central air conditioning, preventive maintenance
- f. Vertical transportation, elevators, escalators

Unit VII

Fire prevention and fire fighting system:

- a. Classes of fire, methods of extinguishing fires
- b. Fire extinguishes, portable and stationery
- c. Fire detectors and alarm
- d. Automatic fire detectors cum extinguishing devices
- e. Structural protection

- f. Legal requirements

Unit VIII

Waste disposal and pollution control:

- a. Solid and liquid waste, sullage and sewage, disposal of solid waste
- b. Sewage treatment
- c. Pollution related to hotel industry
- d. Water pollution, sewage pollution
- e. Air pollution, noise pollution, thermal pollution
- f. Legal Requirements

Unit IX

Safety:

- a. Accident prevention
- b. Slips and falls
- c. Other safety topics

Unit X

Security

Unit XI

Equipment replacement policy:

- a. Circumstances under which equipment are replaced.
- b. Replacement policy of items which gradually deteriorates
- c. Replacement when the average annual cost is minimum
- d. Replacement when the present cost is minimum
- e. Economic replacement cycle for suddenly failing equipment

Unit XII

Audio visual equipments:

- a. Various audio visual equipment used in hotel
- b. Care and cleaning of overhead projector, slide projector, LCD and power point presentation units
- c. Maintenance of computers:
- d. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops
- e. Sensors - Various sensors used in different locations of a hotel - type, uses and cost effectiveness

Unit XIII

Contract maintenance:

- a. Necessity of contract maintenance, advantages and disadvantages of contract
- b. maintenance
- c. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages.
- d. Procedure for inviting and processing tenders, negotiating and finalizing

Module Name: PRACTICAL - FOOD PRODUCTION – I

Module Name: FUNDAMENTALS OF TOURISM AND TOURISM PRODUCTS

Unit -1:- Geography, Climate, People, Language, Population.

Unit -2:- Religious & cultural Tourism. A study of main temple. Folk Dances, Fairs and Festivals.

Unit -3:- Scope of health tourism. Cuisine, Customs, Marriage customs.

Unit -4:- Marketing of Tourism products. Organizational structure and role in promoting tourism.

Unit -5:- Wild life, Scope of Adventure tourism, Conservation of Flora and Fauna , mountain manners, Measurement and check of pollution.