

## **Title of Programme: Diploma in Hotel Management**

- I. Programme's Mission & Objectives:** This programme aims;
- To equip learners with an in-depth understanding of the required theoretical, conceptual, intra-personal and inter-personal skills necessary for a career in hotel, restaurant and hospitality.
  - To inculcate a sense of social purpose and ethics that will permeate their decision making.
  - To encourage and help in development of entrepreneurial and leadership capabilities.
  - To nurture standards of professional excellence based on integrity, honesty, and fairness.

**II. Relevance of the program with HEI's Mission and Goals:** The programme has been sculpted to address the changes that are taking place in corporate world and society at large. The programme intends to meet the growing demand of entrepreneurs, business leaders and effective managers who can face the challenges resulting from cut-throat competition. The programme shall contribute in disseminating hospitality knowledge and management skills through distance learning with introduction of flexible and innovative methods of education to ensure 'independent learning'. The programme intends to enhance professional and managerial competence of the aspirants, refine their managerial skills, and capabilities so that they can secure self-employment, and other employment opportunities with the motto of appropriate service to the state, nation and entire humanity.

**Nature of prospective target group of learners:** The programme shall also be useful for the professionals who want to advance and improve in their current job profile. Further, the programme is also for young aspirants who wish to enhance their professional skills with a sound management qualification.

Accordingly, the target learners of the programme are;

- Any learner passed 10+2/Intermediate
- Government Employees working in hospitality sector
- Early- and mid-career professionals working in hotel, restaurant, cruise liners, and various catering establishments without any formal education in Hotel Management

**III. Appropriateness of programme to be conducted in Open and Distance Learning mode to acquire specific skills and competence:** The programme has been designed to ensure norms and standards for hotel management education. The programme provides conceptual understanding of hotel administration, managerial skills, research skills, Information Technology, industrial and global trends, thus, equipping learners with tools and techniques to lead and manage in today's ever-changing hospitality environment. Adequate attention is also paid to the application of knowledge, self awareness among students and development of problem solving, and decision making skills.

The learning upshots of this qualification are described in four areas:

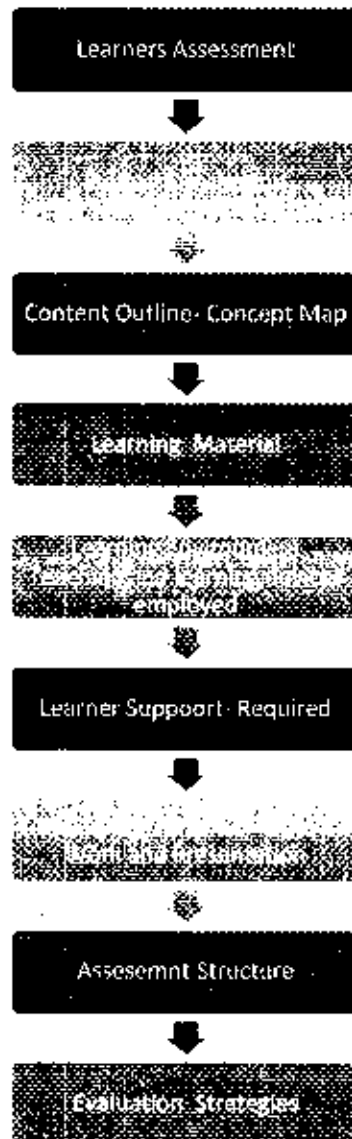
- Knowledge and understanding
- Cognitive skills
- Practical and professional skills
- Key skills

**IV. Instructional Design :** Instructional design is a scientific system that includes the principles of the effective design and implementation of a programme. The successful distance learning design incorporates the unique learning requirements of adult learners. Prior to the development of the courses, curriculum assessment has been done and access devices and pedagogical tools have been applied for making curriculum. The contents of each course are divided into Blocks and Units. The entire study material is divided into small and manageable chunks to facilitate distance learners. For self assessment of learners Self Check Exercises are provided to recapitulate, consolidate and evaluate what they have learnt so far before moving on to the next stage.

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The programme has been developed on the basis of the following sequential steps:



The following quality criteria are considered while formulating instructional design for ensuring the success of adult education:

- Quality design, development, and production of instructional materials
- Application and use of delivery technologies
- Presentation of learning materials
- Effective Learner Support Services
- Convergence of Technologies
- Design, develop and validation of the concepts through project work

#### V. Procedure for Admissions, Curriculum Transaction and Evaluation:

**Admission:** Any candidate having passed the Intermediate (10+2) examination in any discipline, from a recognized Examination Board, shall be eligible to apply for the course. The other terms and conditions shall be applicable as per University norms.

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| Eligibility                  | Duration (Yrs) |     | SILM    | Mode of Exam (Annual/Sem) | Year/ Sem | Fee Break-up |                   |      |           |           |               |                 |            |             |
|------------------------------|----------------|-----|---------|---------------------------|-----------|--------------|-------------------|------|-----------|-----------|---------------|-----------------|------------|-------------|
|                              | Min            | Max |         |                           |           | Programme    | Project/ Workshop | Exam | Practical | Viva-Voce | Identity Card | Student Welfare | Degree Fee | Grand Total |
| 10+2/Intermediate any stream | 1              | 4   | English | Annual                    | Annual    | 16000        | 1500              | 450  | 500       | 500       | 50            | 100             | 300        | 19400       |

**Curriculum Transaction:** The Diploma in Hotel Management programme consist of 03 courses of theory papers each of four credits and one Practical of four credit, industrial training of 8 credits and project work of eight credit. The total credits of the programme are 32.

#### DHM First Year

- **Theory Papers:**
  - Introduction to Front Office
  - Introduction to Housekeeping
  - Introduction to Food and Beverage
- **Practical Papers:**
  - Practical
  - Project
  - Industrial Training and Viva Voce

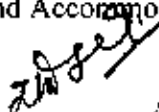
**Evaluation:** Learners are evaluated on the basis of term end examination and one assignment per course. The assignment is submitted to the Coordinator of the Study Centre to which the student is assigned or attached with. The components of evaluation for each course include the following:

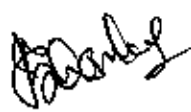
- a. Assignments 20 % weightage
- b. End-term examination 80 % weightage

The project work is assessed using the following components:

- Proposal
- Report
- Conduct of work
- Analysis
- The final report presentation also includes comprehensive *viva-voce*

**VI. Requirement of the Laboratory Support and Library Resources:** It is essential for every study center to have Training Kitchen, Training Restaurant, Front Office area and a Model Room to train learner in area of Food Production, Food and Beverage Service, and Accommodation Operations.

  
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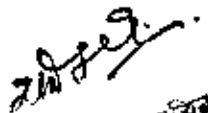
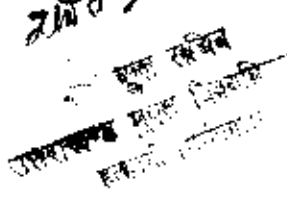
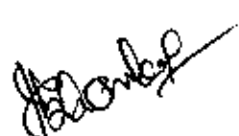


A well equipped library having sufficient number of books and resource material to supplement the learners and faculty requirements are needed. Further, for the programme it is essential that every study centre should have sufficient computers with proper internet connectivity to support learners requiring IT facilities.

**VII. Cost Estimate of the Programme and the Provisions:**

| COST ESTIMATION             |                           |                 |
|-----------------------------|---------------------------|-----------------|
| PARTICULARS                 | DETAILS                   | AMOUNT (IN RS.) |
| Instructional services      |                           |                 |
| Development of in-house SLM | Payment to course writers | 210000          |
|                             | Payment to Editors        | 105000          |
|                             | <b>Total Cost</b>         | <b>315000</b>   |

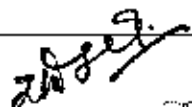
**VIII. Quality Assurance Mechanism and Expected Programme Outcomes:** The Department reviews its programme time to time through its expert committee, Board of Studies meetings to enhance the standard of its curriculum and instructional design. The Board of Studies and Expert Committee comprise of renowned academicians and practitioners who design, review and update the course curriculum and the study material accordingly.

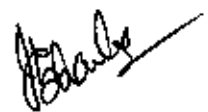
  
  


**UTTARAKHAND OPEN UNIVERSITY**  
**Diploma in Hotel Management (DHM-17)**

| Semester | Course    | Course Name                       | Credits | Marks |
|----------|-----------|-----------------------------------|---------|-------|
| Yearly   | DHM - 101 | Introduction to Front Office      | 4       | 50    |
|          | DHM - 102 | Introduction to House Keeping     | 4       | 50    |
|          | DHM - 103 | Introduction to Food and Beverage | 4       | 50    |
|          | DHM - 104 | Practical                         | 4       | 50    |
|          | DHM - 105 | Project                           | 8       | 100   |
|          | DHM - 106 | Industrial Training & Viva-voce   | 8       | 100   |


| Course Name                               | Units   |
|---|---|
| <b>DHM : 101</b>                          |   |
| <b>Introduction to Front Office</b>       |   |
| Block: 01<br>Introduction to Front Office | Unit 1: Introduction to Hospitality Industry, Classification of Hotel<br>Unit 2: Staffing and Organizational structure of Hotel, Meal plans and Categorization<br>Unit 3: Organizational structure of Front Office<br>Unit 4: Front Office layout & Equipment<br>Unit 5: Job Description of Front Office personnel.<br>Unit 6: Attributes of Front office staff (smile, etiquette, team work, listening, patience<br>Unit 7: Role of Lobby Manager, Guest relation executive, Bell captain, Bell Boy, Doorman, Concierge, Car Valet, Airport representative |
| Block: 02<br>Reservation & Registration   | Unit 8: The Guest cycle ( Pre -arrival, Arrival, Stay, Departure and Post-departure)<br>Unit 9: Types and kinds of guest in the hotel<br>Unit 10: Reservation: Types of reservation, Modes, Source, System and processing of reservation<br>Unit 11: Group reservation and cancellation.<br>Unit 12: Registration: Registration process, Check-in, Check Out procedure.<br>Unit 13: Safety and security<br>Unit 14: Front Office communication.   |
| <b>DHM : 102</b>                          |   |
| <b>Introduction to Housekeeping</b>       |   |
| Block: 01<br>Introduction to Housekeeping | Unit 1: Meaning and Definition of Housekeeping.<br>Unit 2: Layout of different sections of Housekeeping<br>Unit 3: Basic attributes and qualities of housekeeping staff, duties and responsibilities.<br>Unit 4: Housekeeping organization, Job Description and job specification of staff<br>Unit 5: Linen Room & Uniform Room<br>Unit 6: Laundry, Store and Room Supply<br>Unit 7: Cleaning Equipment: Types, use, upkeep and maintenance   |
| Block: 02<br>Cleaning Procedures          | Unit 8: Cleaning methods and cleaning Procedures<br>Unit 9: Cleaning guest rooms (daily, weekly, monthly & special)<br>Unit 10: Inspection: Room/Area, Check list Preparation, Preparing room report<br>Unit 11: Different types of Stain to be removed by appropriate chemicals.<br>Unit 12: Introduction to public area, role of public area supervisor<br>Unit 13: Public area cleaning and workflow<br>Unit 14: Housekeeping control: Desk Role, Coordination, Check list, Key Control Handling, Lost and found.  |

  
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| <b>DHM : 103</b><br><b>Introduction to Food and Beverage</b>  |   |
|---|---|
| Block: 01<br>Introduction to F&B<br>Production  | Unit 1: Introduction to Modern Hotel Kitchen, Kitchen organization, layout and hierarchy.<br>Unit 2: Job Description and responsibilities of kitchen staff<br>Unit 3: Kitchen tools and Equipments.<br>Unit 4: French Classical Menu, Accompaniments and Garnishes.<br>Unit 5: Basic introduction to Bakery and Confectionary.<br>Unit 6: Different methods of Cooking.<br>Unit 7: Basic preparations i.e. Stock, Soups, Sauces, Batters, Dough, Marinades & Gravies. |
| Block: 02<br>Introduction to F&B<br>Services  | Unit 8: Introduction to Food and Beverage Services Industry.<br>Unit 9: Food service operation, i.e. Restaurant, Coffee shop, etc.<br>Unit 10: Mise-en-Scene and Mise-en-Place.<br>Unit 11: Organizational structure of F & B Service.<br>Unit 12: Beverages -classification, Types of Bar, Bar Displays.<br>Unit 13: Introduction to Spirits, Whisky, Gin, Vodka, Rum, Brandy & Tequila.<br>Unit 14: Order-taking, Service and Billing.                              |
| <b>DHM : 104</b><br><b>Practical Schedule</b>   |   |
| Practical Schedule – 1  | <b>Food Production</b>  |
| Practical Schedule – 2  | <b>Housekeeping</b>   |
| Practical Schedule – 3  | <b>Food &amp; Beverage Service:</b> The student will go through the practical test to check the understanding of the course for the year.   |
| <p><b>PCP-</b> (Personal Contact Programme) to be conducted by the study centres for 15 days and the practical examinations will be conducted at the same time in consideration with the UOU. The date of conduction of PCP programme at various study centres will be intimated to the candidates at least one month before on the UOU web site and through the study centres. The study centres will have to inform the UOU and take prior permission for the same. The PCP is to be attended by all the students for all Diploma and BHM Programmes.</p> |   |
| <b>DHM : 105 Project</b>  |   |
| The Project will be decided by the UOU and the student will be required to submit it and send to the UOU, where the marks will be given to the students.  |   |
| <b>DHM : 106</b><br><b>Industrial Training &amp; Viva-voce</b>  |   |
| The Industrial training will be done in the Hotels/ Industry, and the training certificate (designed by the study centre after consulting with UOU) with marks will be submitted to the UOU. The viva will be conducted at the study centre to check the knowledge and understanding of the subject and the Industrial Training and to clear the doubts if any.   |   |

| <b>Fee Structure</b> |                                 |                          |
|----------------------|---------------------------------|--------------------------|
| <b>Course Fees:</b>  | =                               | <b>Rs. 16,000</b>        |
| <b>Exam Fees:</b>    | Per paper                       | Rs. 150x3 = 450          |
|                      | Practical                       | Rs. 500                  |
|                      | Project                         | Rs. 1,000                |
|                      | Industrial Training & Viva voce | Rs. 500                  |
|                      |                                 | <b>Total = Rs. 2,450</b> |

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*2022/23*