

## **Title of Programme: Diploma in Accommodation 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 Accommodation sector
- Early- and mid-career professionals working in hotel, motel, cruise liners, and various accommodation establishments without any formal education in Accommodation 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:

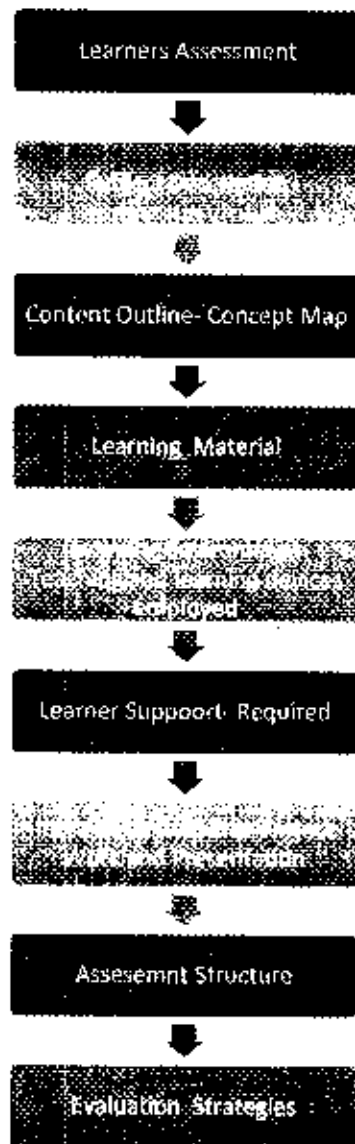
- Knowledge and understanding
- Cognitive skills
- Practical and professional skills
- Key skills

**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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दूर शिक्षण विभाग

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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उत्तराखण्ड मुक्त विश्वविद्यालय  
दरभंगा (मिर्जापुर)



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

<b>COST ESTIMATION</b>		
<b>PARTICULARS</b>	<b>DETAILS</b>	<b>AMOUNT (IN RS.)</b>
<b>Instructional services</b>		
<b>Development of in-house SLM</b>	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.

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**UTTARAKHAND OPEN UNIVERSITY**  
**Diploma in Accommodation Management (DAM-17)**

Semester	Code	Course Name	Credits	Marks
1	IHI-101	Introduction to Hospitality Industry	4	50
1	DAM-102	Introduction to Housekeeping	4	50
1	DAM-103	Cleaning procedures & Operations	4	50
2	DAM-204	Practical	4	50
2	DAM-205	Project Report	8	100
2	DAM-206	Industrial Training & Viva-voce	8	100

Course Name	Units
<b>Course: IHI-101</b>	
<b>Introduction to Hospitality Industry</b>	
Block: 01 Basics of Hotel	Unit 1: Introduction to Hospitality Industry, Classification of Hotel Unit 2: Hotel Chains – India and International, Growth & Development of Hotels Unit 3: Staffing and Organization Structure of Hotel, meal plans and categorization. Unit 4: Attributes and Basic Etiquette of Hotel Staff Unit 5: Introduction to Tourism Industry, tourism components and types. Unit 6: Role and function of WTO, PATA, IATA, DOT, ITDC, FHRAI Unit 7: Tourism resources of Uttarakhand : Natural & Cultural, emerging trends
Block: 02 Hotel Departments	Unit 8: Introduction of various departments of hotels, their role and function. Unit 9: Hospitality Accommodation- various types, structured and non-structured accommodations. Unit 10: Food and Beverage Facilities. Unit 11: Ancillary Services i.e. Health club, Spa, Recreational facilities etc. Unit 12: Support Services i.e. Transport, Guides, Travel Desk, Banking, Insurance etc. Unit 13: Computer Knowledge, various systems and equipments used in hotel Unit 14: Communication in general, modes, importance in tourism and hotel Industry, Communication barrier and overcoming these barriers.
<b>Course: DAM-102</b>	
<b>Introduction to House Keeping</b>	
Block: 01 Introduction to House Keeping	Unit 1: Meaning and Definition of Housekeeping. Unit 2: Role of housekeeping in hotels, coordination with other departments Unit 3: Layout of different sections of Housekeeping Unit 4: Basic attributes and qualities of housekeeping staff, duties and responsibilities. Unit 5: Housekeeping organization, Job Description and job specification of staff Unit 6: Guest rooms: Layout of Guest room and types of room, Unit 7: Types of accessories, amenities, furniture, fixtures, fittings
Block: 02 Housekeeping Procedures	Unit 8: Briefing, Debriefing, Gate Pass Unit 9: Housekeeping control: Desk Role, Coordination, Check list, Key Control Handling, Lost and found. Unit 10: Forms, Formats and Registers Used in the control-desk Unit 11: Inspection: Room/Area, Check list Preparation, Preparing room report Unit 12: Linen Room & Uniform Room Unit 13: Laundry, Store and Room Supply Unit 14: Furnishing Maid's Trolley.

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**Course: DAM-103****Cleaning Procedures & Operations**Block: 01  
Cleaning Procedures

Unit 1: Cleaning Concepts: types & characteristic of good cleaning agent  
 Unit 2: Cleaning Equipment: Types, use, upkeep and maintenance  
 Unit 3: Cleaning methods and cleaning Procedures  
 Unit 4: Care and cleaning of different surfaces  
 Unit 5: Cleaning guest rooms (daily, weekly, monthly & special)  
 Unit 6: Cleaning Agents  
 Unit 7: Hygiene and Sanitation in House Keeping operations, HACCP.

Block: 02  
Public area cleaning &  
Control

Unit 8: Introduction to public area, role of public area supervisor  
 Unit 9: Public area cleaning and workflow  
 Unit 10: Evening service & Second Service, Replenishment of Guest Supplies & Amenities.  
 Unit 11: Different types of Stain to be removed by appropriate chemicals.  
 Unit 12: First Aid & Fire Safety.  
 Unit 13: Inventories & Budgeting  
 Unit 14: Housekeeping Terminology

**Course: DAM-204****Practical****Introduction to Housekeeping.**

The student will go through the practical test to check the understanding of the course for the year.

**PCP-** (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.

**Course: DAM-205****Project Report**

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.

**Course: DAM-206****Industrial Training & Viva-voce**

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.

**Fee Structure**

<b>Course Fees:</b>	=	Rs. 12,000
<b>Exam Fees:</b>		
	Per paper	Rs. 150x3=450
	Practical	Rs. 500
	Project	Rs. 1,000
	Industrial Training & Viva voce	Rs. 500
	<b>Total =</b>	<b>Rs. 2,450</b>

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