Course Code: DHTM
Diploma in Hospitality and Tourism Management

1. Fundamental Information

Semester	Subject Code	Subject Name	Credit Points	Type
First Year	**DHTM-101**	**Principles of Management**	**4**	**Theoretical**

2. Blocks

Blocks	Name of Blocks
1	**Management**
2	**Planning And Forecasting**
3	**Organising**
4	**Decision, Responsibility, Direction And Control**

3. Syllabus

1. Management

Unit	Unit Descriptions
1	**Basic Of Management** Objectives, Introduction, Definition Of Management, Concept Of Management
2	**Nature Of Management** Objectives, Introduction, Nature Of Management, Principles Of Management Propounded By Henry Fayol, Levels Of Management, Roles And Responsibilities Of Manager

2. Planning And Forecasting

Unit	Unit Descriptions
1	**Planning** Objectives, Introduction: Management Planning, Planning, Concept Of Planning
2	**Types Of Planning** Objectives, Introduction, Importance Of Planning, Types Of Plans, Steps Involved In Planning, **Limitations Of Planning**

3. Organising

Unit	Unit Descriptions
1	**Concept And Nature Of Organising** Objectives, Introduction, Organising, Concept Of Organising, Importance Of Organising , Principles Of Organisation, Organisational Structure
2	**Centralisation, Decentralisation And Departmentalisation** Objectives, Introduction, Centralisation And Decentralisation, Departmentalisation, Formal And Informal Organisation

4. Decision, Responsibility, Direction And Control

Unit	Unit Descriptions
1	**Decision And Responsibility** Objective, Introduction, Decision-Making, The Decision-Making Process, Principles And Techniques Of Decision-Making, Group Decision-Making, Delegation Of Authority
2	**Direction And Control** Objectives, Introduction, Direction, Supervision, Direction And Supervision, Coordination, Controlling Concept

Course Code: DHTM
Diploma in Hospitality and Tourism Management

1. Fundamental Information

Semester	Subject Code	Subject Name	Credit Points	Type
First Year	**DHTM-102**	**Introduction to Hospitality Management**	**4**	**Theoretical**

2. Blocks

Blocks	Name of Blocks
1	**Introduction To Hospitality And Tourism**
2	**The Indian Tourism Scenario**
3	**Hotel Operations**
4	**Mice Tourism**

3. Syllabus

1. Introduction To Hospitality And Tourism

Unit	Unit Descriptions
1	**The Hotel Industry** Objectives, Introduction, History Of The Hotel Industry, Growth Of Hotel Industry, Types Of Hotels, Hotel Grading System, Standards Of Hotel Classification, Changing Profiles Of Hotel Industry, Development Of Hotel Industry, Hotel Chains In India, Palace Hotels And State Owned Hotels, ITC Hotels, Heritage Hotels In India
2	**The Tourism Sector** Objectives, Introduction, Definition Of Tourism, History Of Tourism, Forms Of Tourism, World Tourism Statistics, International Tourism Receipts, Servicing Inbound Tourist, World Tourism Organization

2. The Indian Tourism Scenario

Unit	Unit Descriptions
1	**Travel-Related Products** Objectives, Introduction, Travel Related Services, Passport, Baggage Allowance, Visa
2	**International Tourism Organizations** Objectives, Introduction, International Union Of Official Travel Organizations (IUOTO), World Tourism Organization (WTO), Pacific Asia Travel Association (PATA), International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), European Travel Commission (ETC)

3. Hotel Operations

Unit	Unit Descriptions
1	**Departments Of Hotel** Objectives, Introduction, The Departments Of Hotel Organization, The Rooms Division Organization, Organizational Structure, Sections Of Front Office Department, Housekeeping, Layout Of The Housekeeping Department
2	**Hotel Operation–Food And Beverage Division** Objectives, Introduction, Organizational Structure, Types Of Catering Establishment, Food And Beverage Production, Kitchen Brigade, Sections Of Kitchen

4. Mice Tourism

Unit	Unit Descriptions
1	**Recreation And Leisure** Objective, Introduction, Recreation, Voluntary Organization, Leisure
2	**Meetings, Incentives, Conventions And Expositions** Objectives, Introduction, Meetings, Meeting Planners, Seating Arrangements, Convention, Exhibition And Exposition, Mice Tourism In India, Off-Premise Catering, Event Management

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Diploma in Hospitality and Tourism Management

1. Fundamental Information

Semester	Subject Code	Subject Name	Credit Points	Type
First Year	DHTM-103	Principles and Practices of Tourism	4	Theoretical

2. Blocks

Blocks	Name of Blocks
1	Introduction To Tourism
2	Modes Of Transport
3	Tourist Circuits
4	Tourism Organisation And Planning

3. Syllabus

1. Introduction To Tourism

Unit	Unit Descriptions
1	**Concept of Tourism and Industrial Background** Objectives, Introduction, Tourism: The Basic Concept, Tourism: Meaning and Definition, The Tourist, Tourism, Recreation, Leisure and Their Interrelationship
2	**Psychological Dimensions and Motivators of Travel** Objectives, Introduction, Definition and Role of Motivation, Tourism as a Service Industry
3	**Tourism: Types, Forms, Products And Attractions** Objectives, Introduction, Forms of Tourism, Nature of Tourism, Characteristics of Tourism, Elements and Characteristics of Tourism Product, Tourism Product System

2. Modes Of Transport

Unit	Unit Descriptions
1	**Road And Rail Transport In India** Objectives, Introduction, Transportation in India, Road Transport in India, Railways
2	**Air And Sea Transport In India** Objectives, Introduction, Classification of Airways, Airlines in India, Sea Transport, Cruises of India

3. Tourist Circuits

Unit	Unit Descriptions
1	**Wild Life Sanctuary And National Parks** Objectives, Introduction, Wild life Sanctuary, Project Tiger, Do's & Don'ts in a Wildlife Sanctuary, Kaziranga National Park, Jim Corbett National Park, Ranthambore National Park, Mudumalai Wildlife Sanctuary
2	**Famous Pilgrimage Places Of India** Objectives, Introduction, Pilgrimage, Kumbh Mela, Char Dham, Vaishnodevi, Palitana, Ajmer Dargah
3	**Tourist Circuit: Meaning And Examples** Objectives, Introduction, Tourist Circuit, Golden Triangle, Bangalore Mysore Ooty, Buddhist Circuit, Bhubaneshwar Konark Puri

4. Tourism Organisation And Planning

Unit	Unit Descriptions
1	**Tourism Organisations – I** Objectives, Introduction to Organisations, TAAI, IATO, Indian Tourism Development Corporation (ITDC)
2	**Tourism Organisations – II** Objectives, Introduction, IATA, UFTAA, ASTA, PATA, WTO, ICAO
3	**Successful Tourism Planning** Objectives, Introduction to Successful Tourism Planning, Need for Tourism Policy and Planning, Steps in Planning Process, Tourism Policy of India, The Concept of Marketing, Marketing Mix, The Promotion

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Diploma in Hospitality and Tourism Management

1. Fundamental Information

Semester	Subject Code	Subject Name	Credit Points	Type
First Year	**DHTM-104**	**Introduction to Accounting & Book Keeping**	**4**	**Theoretical**

2. Blocks

Blocks	Name of Blocks
1	**Introduction To Accountancy, Journal And Ledger**
2	**Trial Balance And Bank Reconciliation Statement**
3	**Capital, Revenue Transaction And Accounting For Bad Debts**
4	**Depreciation And Final Accounting And Elements Of Cost**

3. Syllabus

1. Introduction To Accountancy, Journal And Ledger

Unit	Unit Descriptions
1	**Accountancy** Objectives, Introduction, Definitions of Accounting, Origin and Growth of Accounting, Need for Accounting, Functions of Accounting, Users of Accounting Information, Bookkeeping
2	**Journal And Ledger** Objectives, Introduction, The Journal, Advantages Of Using A Journal, Types Of Entries, Ruling Of A Journal, The Ledger, Sub-Division Of Ledger, Ledger Format, Ledger Posting, Balancing Ledger Accounts, Difference Between Journal And Ledger

2. Trial Balance And Bank Reconciliation Statement

Unit	Unit Descriptions
1	**Trial Balance** Objectives, Introduction, Objectives Of Trial Balance, Limitations Of Trial Balance, Errors Disclosed By A Trial Balance, Errors Not Disclosed By A Trial Balance, Methods Of Preparing Trial Balance, Methods Of Locating Errors, Suspense Account
2	**Bank Reconciliation Statement** Objectives, Introduction, Causes Of Difference, Need For Bank Reconciliation Statement, Method Of Preparation (Without Adjustment)

3. Capital, Revenue Transaction And Accounting For Bad Debts

Unit	Unit Descriptions
1	**Capital, Revenue Transaction** Objectives, Introduction, Capital Expenditure, Revenue Expenditure, Deferred Revenue Expenditures, Difference Between Capital Expenditure, Revenue Expenditure And Deferred Revenue Expenditure, Capital Receipt, Revenue Receipt, Capital And Revenue Profits, Capital And Revenue Losses
2	**Accounting For Bad Debts** Objectives, Introduction, Sundry Debtors, Bad Debts, Provision Reserve For Bad Debts, Methods Of Accounting, Provision For Discount On Debtors, Provision For Discount On Creditors, Bad Debts Recovery

4. Depreciation And Final Accounting And Elements Of Cost

Unit	Unit Descriptions
1	**Depreciation Accounting** Objectives, Introduction, Meaning Of Depreciation, Characteristics Of Depreciation, Causes Of Depreciation, Objectives Of Providing Depreciation, Computation Of Depreciation, Methods Of Charging Depreciation, Change Of Method Of Charging Depreciation, Salient Features Of As-6: Depreciation Accounting, Illustrations
2	**Final Accounts And Elements Of Cost** Objectives, Introduction, Trading Account, Profit And Loss Account, Difference Between Trading A/C And Profit & Loss A/C, Balance Sheet, Illustrations, Meaning Of Cost, Various Elements Of Cost, Classification Of Cost

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Diploma in Hospitality and Tourism Management

1. Fundamental Information

Semester	Subject Code	Subject Name	Credit Points	Type
First Year	DHTM-105	Basics Of Food Production	4	Theoretical

2. Blocks

Blocks	Name Of Blocks
1	Introduction To Hotel Kitchen
2	Cooking Techniques - I
3	Cooking Techniques - Ii
4	Principles Of Food Production

3. Syllabus

1. Introduction To Hotel Kitchen

Unit	Unit Descriptions
1	**Kitchen Organisation** Introduction, Kitchen Organisation, Kitchen Brigade, Layout Of Kitchen, Sections Of Kitchen
2	**Qualities Of Kitchen Staff** Introduction, Duties Of Kitchen Staff, Personal Hygiene Of Kitchen Staff, Co-Ordination Of Kitchen With Other Departments
3	**Kitchen Equipment** Introduction, Types Of Kitchen Equipment, Large Equipment, Mechanical Equipment, Small Equipment, Sanitation And Safety Precautions In Kitchen, Care And Maintenance Of Equipment

2. Cooking Techniques - I

Unit	Unit Descriptions
1	**Introduction To Cookery** Introduction, Aims And Objectives Of Cooking Food, Foundation Ingredients, Classification Of Raw Materials And Their Functions, Fats And Oils, Hydrogenation Of Oils, Rendering Of Fat, Classification Of Fat, Preparation Of Ingredients
2	**Methods Of Cooking Food**

	Introduction, Action Of Heat On The Nutrients, Textures Of Food, Methods Of Mixing Food, Methods Of Cooking Food

3. Cooking Techniques - Ii

Unit	Unit Descriptions
1	**Stocks** Introduction, Stocks, Classification Of Stocks, Preparation Of Stocks
2	**Soups** Introduction, Soups, Classification Of Soups, Various Garnishes For Soups
3	**Basic Sauces** Introduction, Sauces, Importance Of Sauces, Basic Sauces, Methods Of Preparing Sauces

4. Principles Of Food Production

Unit	Unit Descriptions
1	**Vegetable Cookery** Introduction, Classification Of Vegetables, Importance Of Vegetables In Our Diet, Preparation Of Vegetables, Effect Of Cooking On Vegetables, Indian & Continental Vegetables, Potatoes, Classification Of Fruits, Salads And Salad Dressings, The Structure Of A Salad, Salad Dressings, Introduction To Herbs And Spices
2	**Fish Cookery** Introduction, Structure And Composition Of Fish, Classification Of Fish, Preparation Of Fish, Methods Of Cooking Fish
3	**Egg Cookery** Introduction, Structure And Composition Of Egg, Principles Of Egg Cookery, Methods Of Cooking Egg, Nutritive Food Value Of An Egg
4	**Meat Cookery** Introduction, Structure & Composition Of Meat, Beef, Lamb, Pork, Poultry

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1. Fundamental Information

Semester	Subject Code	Subject Name	Credit Points	Type
First Year	**DHTM-106**	**Introduction to Front Office Management**	**4**	**Theoretical**

2. Blocks

Blocks	Name of Blocks
1	**Importance Of Interdepartmental Communication And Property Management System In A Hotel**
2	**Introduction To Public Relation And Role Of Public Relation In Hotel Industry**
3	**Night Audit, Planning And Evaluation Of Operations**
4	**Importance Of Communication**

3. Syllabus

1. Importance Of Interdepartmental Communication And Property Management System In A Hotel

Unit	Unit Descriptions
1	**Interdepartmental Communication** Objectives, Introduction, Role Of Front Office, Marketing And Sales Department, Housekeeping Department, Food And Beverage Department, Banquet Department, Accounts, Maintenance Or Engineering Department, Security Department, Human Resources Management Department, The Role Of Total Quality Management In Effective Communication, Case Studies
2	**Property Management Systems** Objectives, Introduction, Property Management System (Pms), Guest First Impression, Requirements Of A Pms, Choosing Software, Basic Requirements Of Different Departments From Pms, Use Of Details Entered In A Pms, Other Factors To Be Considered, Individual Modules Of The Pms, Back Office, Housekeeping, Food And Beverage, Maintenance, Security, Marketing And Sales

2. Introduction To Public Relation And Role Of Public Relation In Hotel Industry

Unit	Unit Descriptions
1	**Introduction To Public Relation** Objectives, Introduction, Origin Of Public Relations, What Is Public Relation?, Public Relation Techniques, Public Relation Process, Publicity
2	**Public Relations** Objectives, Introduction, Public Relation And Man, Public Relation In Hotel, Qualities Of A Public Relations Officer, Public Relation In Tourism, Public Relation Tactics, Public Relations And Internal, External Public Relations

3. Night Audit, Planning And Evaluation Of Operations

Unit	Unit Descriptions
1	**The Night Auditor** Objectives, Introduction, Functions Of Night Audit, Role Of Night Auditor, Trial Balance / Accounts Receivable, Posting Of Room Charges, Distributing Charges, Audit Procedure Credit, Other Duties Of Night Auditor
2	**Planning And Evaluation Operations** Objectives, Introduction, Management Functions, Establishing Room Rates, Forecasting Room Availability, Budgeting For Operation, Evaluation Of Front Office Operation

4. Importance Of Communication

Unit	Unit Descriptions
1	**Communication And Front Office** Objectives, Introduction, Front Office Communication, Importance Of Communication, Types Of Communication, Flow Of Communication, Log Book, Importance Of Telephone Directory, Procedure Of Mail Handling, Handling Of Telephone Service
2	**Business Correspondence** Objectives, Introduction, Essentials Of Effective Letter/Email Writing, Language Of Business Writing, Appearance Of Business Letter/Email, Parts Of Letter, Planning The Letter, Composing The Letter, Types Of Letters/Emails

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1. Fundamental Information

Semester	Subject Code	Subject Name	Credit Points	Type
First Year	DHTM-107	Communication Skills	4	Theoretical

2. Blocks

Blocks	Name of Blocks
1	Basics Of Organizational Communication
2	Interview And Lecture
3	Meeting, Proposals, Report Writing And Email
4	Basics Of Business Correspondence

3. Syllabus

1. Basics Of Organizational Communication

Unit	Unit Descriptions
1	**Communication** Objectives, Introduction, Meaning Of Communication, Communication Process, Medium Of Communication, Types Of Communication
2	**Effective And Oral Communication** Objectives, Introduction, Oral Communication, Principles Of Effective Oral Communication, Presentation Skills, Written Communication, Principles Of Effective Written Communication, Barriers To Communication And Ways To Overcome It

2. Interview And Lecture

Unit	Unit Descriptions
1	**Interview Skills** Objectives, Introduction, Interview, Interview Skills, Interview Process, Pre-Requisites For Successful Interview, Interpersonal Organisational Communication
2	**Group Communication, Lecture And Negotiation Skills** Objectives, Introduction, Group Communication, Lecture Skill, Negotiation Skill

3. Meeting, Proposals, Report Writing And Email

Unit	Unit Descriptions
1	**Meetings, Proposals And Feedback** Objectives, Introduction, Meeting, Work Report, Business Proposal Writing, Effective Feedback
2	**Report Writing, Pr And Email** Objectives, Introduction, Report Writing, Business Report Writing, Advertising And Public Relation, E-Mail

4. Basics Of Business Correspondence

Unit	Unit Descriptions
1	**Business Correspondence** Objectives, Introduction, Business Correspondence, Business Letter, Purchase Letter, Sales Letter, Credit Letter
2	**Business Letters And Classified Advertisements** Objectives, Introduction, Collection Letter, Complaint Letter, Adjustment Letter, Claim Letter, Preparation Of Classified Advertisements