

**DIPLOMA IN HOTEL MANAGEMENT & CATERING SCIENCE**  
**Syllabus**

**SCHEME OF EXAMINATION**

<b>Subject code</b>	<b>Title of the Course</b>	<b>Hours</b>	<b>Passing Minimum</b>
<b>Semester I</b>			
Subject 1	Food Production	3	40/100
Subject 2	Food and Beverage Service	3	40/100
Subject 3	House Keeping Operation	3	40/100
Subject 4	Communicative English	3	40/100
Subject 5	Practical I-Food Production	3	40/100
<b>Semester II</b>			
Subject 1	House Keeping Management	3	40/100
Subject 2	Front office Management	3	40/100
Subject 3	Life Skill	3	40/100
Subject 4	Food and Beverage Production	3	40/100
Subject 5	Practical II-Food and Beverage Service	3	40/100
<b>Semester III</b>			
Subject 1	Fundamentals of Management	3	40/100
Subject 2	Services Marketing	3	40/100
Subject 3	Fundamentals of Financial Accounting	3	40/100
Subject 4	Practical III-House Keeping and Room Service	3	40/100
Subject 5	Internship	3	40/100
<b>Semester IV</b>			
Subject 1	Fundamentals of Human Resource Management	3	40/100
Subject 2	Customer Relationship Management	3	40/100
Subject 3	Inventory Management	3	40/100
Subject 4	Practical IV-Front Office Management	3	40/100
Subject 5	Project Work	3	40/100

**Eligibility for admission:** Pass in 10<sup>th</sup> std examination conducted by the Govt. of Tamil Nadu Board of Secondary Education, Government of Tamil Nadu or any other equivalent examination.

**Examination:** Passing Minimum for each Course is 40%. Classification will be done on the basis of percentage marks of the total marks obtained in all the Courses and as given below:

- |                         |                |
|-------------------------|----------------|
| 40 % but less than 50 % | - Third class  |
| 50 % but less than 60 % | - Second class |
| 60 % and above          | - First class  |

### **Theory Paper**

Internal Marks-25

External Marks-75

### **Syllabus**

#### **Semester I**

- |            |                               |
|------------|-------------------------------|
| Course I   | - Food Production             |
| Course II  | - Food and Beverage Service   |
| Course III | - House Keeping Operation     |
| Course IV  | - Communicative English       |
| Course V   | - Practical I-Food Production |

#### **Semester II**

- |             |  |
|-------------|--|
| Course VI   | - House Keeping Management               |
| Course VII  | - Front office Management                |
| Course VIII | - Life Skill                             |
| Course IX   | - Food and Beverage Production           |
| Course X    | - Practical II-Food and Beverage Service |

#### **Semester III**

- |             |  |
|-------------|--|
| Course XI   | - Fundamentals of Management                   |
| Course XII  | - Services Marketing                           |
| Course XIII | - Fundamentals of Financial Accounting         |
| Course XIV  | - Practical III-House Keeping and Room Service |
| Course XV   | - Internship                                   |

#### **Semester IV**

- |              |   |
|--------------|---|
| Course XVI   | - Fundamentals of Human Resource Management |
| Course XVII  | - Customer Relationship Management          |
| Course XVIII | - Inventory Management                      |
| Course XIX   | - Practical IV-Front Office Management -    |
| Course XX    | -Project Work                               |

## **SEMESTER I**

### **COURSE I FOOD PRODUCTION**

#### **Objectives**

- 1- To find the classification of cooking materials.
- 2- To know about methods of mixing.
- 3- To identify names of garnishes used in food items

#### **UNIT- I 18 Hrs**

Aims and objectives of cooking food- Classification of cooking materials  
Classification of cooking materials and their uses- Foundation ingredients, Fats and Oils, Raising Agents, Eggs, Salt, Liquid, Flavorings and seasonings, Sweetening agents, Thickening agents

#### **UNIT- II 18 Hrs**

Preparation of Ingredients - Washing, Peeling, Paring, Cutting, Grating, Grinding, Mashing, Sieving, Centrifuging, Homogenization, Fermentation- Methods of mixing - Beating, Blending, Cutting, Creaming, Kneading, Folding, Pressing, Sealing, Whipping, Rubbing in, Rolling in, Stirring, Pureeing, Marinating - Texture - Firm & close, shortly and crumbly, spongy, Light and even, Flay, Course, Tough, Hard.

#### **UNIT- III 18 Hrs**

Methods of cooking foods - Roasting, Baking, Frying, Boiling, Poaching, Steaming, Stewing, Braising, Boiling, Grilling, Blanching, Simmering  
Stock - Types of stock and its uses- Sauces - Basic Mother Sauces - Salad, types of Salad and its uses.

#### **UNIT- IV 18 Hrs**

Garnishes - Names of Garnishes used in food items - Fish - Classification fish; Selection and Cuts of fish, Cooking of fish - Meat - Sign of Quality, Joint and their uses (Lamb, Mutton, Veal, and Beef & Pork) - Poultry - Classification and Selection of poultry.

#### **UNIT V 18 Hrs**

Eggs – Structure, selection of quality, various ways of cooking eggs with example in each method. Farinaceous dishes – types of recipes and methods of cooking with examples. Vegetables – Effect of heat on different vegetables in acid/alkaline medium and reaction with oil/metals. Method of cooking different vegetables with emphasis on cooking asparagus, antichokes, Brussels sprouts.

#### **OUTCOME:**

- 1- Understand classification and selection of poultry.

**COURSE II**  
**FOOD AND BEVERAGE SERVICE**

**Objectives**

- 1- To study about Organizational Hierarchy Chart of Restaurant.
- 2- To know about job description of waiter
- 3- To find the Safety in Restaurant for Server.

**UNIT- I** **18 Hrs**

Introduction of Hotels and its Origin - Restaurant of types of Restaurant - Coffee shop, Continental & Speciality Restaurant, Grill Room, Dining Room, Snack Bar, Discotheque and Night Club - Organizational Hierarchy Chart of Restaurant.

**UNIT- II** **18 Hrs**

Knowledge of waiter - Job description of waiter - Basic etiquette for Restaurant Staff- Types of Menu - Alacarte, and Table d'hôte, Combination menu- Gromming for Waiter and Waitress - Service equipment - Linen, Chinaware, Glassware

**UNIT- III** **18 Hrs**

Preparation for Service - Mise-en-Scene, Mise-en-Place, Sideboard.  
Safety in Restaurant for Server- Sanitation and Hygiene- Type of Service - English Service, French Service, Silver Service- American Service Cafeteria Service, Counter Service, Grill Room Service- Room Service and Buffet Service.

**UNIT- IV** **18 Hrs**

**Beverage Service and its Classification**

Alcoholic Beverages: Wines-Beer-Whisky-Brandy-Gin-Rum-Vodka.

Non-Alcoholic Beverages:Tobacco-Varieties of Tobacco.

**UNIT- V** **18 Hrs**

Breakfast - Continental & English-Cover & Types of Cover - Arrangement of Cover-Table settling for parties, outdoor catering

**OUTCOME:**

- 1- Receive basic etiquette for restaurant staff.

**COURSE III**  
**HOUSE KEEPING OPERATION**

**Objectives**

- To identify duties and responsibilities of housekeeping employees
- To study about check list of standard guest and bathroom supplies
- To learn the pest control and eradication

**UNIT - I** **18 Hrs**

Importance of housekeeping in the hospitality industry - Types of lodging establishments - Organizational chart - Duties and responsibilities of housekeeping employees - Cleaning equipment - Selection of equipment - Use and care of equipment and material required by the House Keeping Department.

**UNIT - II** **18 Hrs**

Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage. Hazardous materials - Cleaning methods - Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types.

**UNIT - III** **18 Hrs**

Cleaning of guest rooms and bath - Daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, housekeepers report, handling room transfers, lost and found, cleaning of public restaurant. Food service, areas and employees areas.

**UNIT - IV** **18 Hrs**

Laundry work - Use of laundry agents, laundry equipment, stain removal agents, handling guest laundry. Linen Room - Its importance in hotels, selection and buying of linen, inspecting, receiving used linen.

**UNIT - V** **18 Hrs**

Different types and importance of keys - section key, master key, floor key and grand master key. Key of executive offices and public areas and computerized key. Pest control and eradication - with special reference to rats, cockroaches, furniture beetle, clothes moth, etc. Dealing with emergency situation like fire, death, theft, accidents, safety security control.

**OUTCOME:**

- 1- Learn the Food service, areas and employees areas.

**COURSE IV**  
**Communicative English**

**1. Basic Grammar:**

- a. Review of grammar
- b. Remedial study of grammar
- c. Simple sentence
- d. Word passive voice etc.

**2. Bubbling Vocabulary:**

- a. Synonyms
- b. Antonyms
- c. One – work Institution

**3. Reading and Understanding English**

- a. Comprehension passage
- b. Précis – writing
- c. Developing a story from hints.

**4. Writing English**

- a. Writing Business letters.
- b. Paragraph writing
- c. Essay writing
- d. Dialogue writing

**5. Speaking English**

- a. Expressions used under different circumstances
- b. Phonetics

**Reference :**

1. V.H.Baskaran – “English Made Easy”
2. V.H.Baskaran – “English Composition Made Easy”  
(Shakespeare Institute of English Studies, Chennai)
3. N.Krishnaswamy – “Teaching English Grammar”  
(T.R.Publication, Chennai)
4. “Life Skill” – P.Ravi, S.Prabakar and T.TamzilChelvam,  
M.S.University, Tirunelveli.

**COURSE V  
PRACTICAL I  
FOOD PRODUCTION**

**Basic Western cuisine**

1. Varieties of Vegetables.
2. Different cutting of Vegetables.
3. Methods of cooking vegetables - Boiling, Frying, Steaming, Baking, Braising

**Preparation of Stock**

Demonstration - Preparation of basic stock.

**Preparation of Sauces**

Demonstration - Preparation of basic mother sauces

**Preparation of Soups**

Demonstration - Preparation of basic soups.

**Identification of fish**

Identification and classification of fish and cuts of fish.

**Identification & Preparation of Poultry**

Cuts of Poultry, Preparation of chicken.

**Indian Cuisine (Rice, Cereals & Pulses)**

Preparation of simple dishes.

Boiled Rice and its different method (Draining & Absorption)

Fried Rice

Wheat product - chapatti, paratha, poories, Naan

**Individual students practical**

**Soup** : Cream of Tomato soup, cream of veg. soup, mulligatawny soup, tomato shorba, mine stone soup, chicken clear soup, and sweet corn veg. soup.

**Salad** : Green salad, Tossed salad, Russian salad, fruit Salad.

**Sweets** : Beetroot Halwa, RawaKesari, Moondalpayasam, GulabJamoon, Rasa Gullah, SemiyaKesari, Pal Payasam, Caramel custard, Carrot Halwa, Shahitukra.

**Snacks** :French fries, Vada, Paroda, Samosa

**Rice** :JeeraPulao, Chicken Biriyani, Ghee Rice, PaneerPulao, Coconut Rice, Tomato Rice, Lime Rice, Curd Rice, Veg Pulao, Chicken fried Rice, Veg Fried Rice, Egg Fried Rice, Chicken, Veg, Egg noodles.

**Bread** : Chapatti, Paratha, Naan, Poories

**Curries** : Veg Khorma, Chicken Chettinadu, Paneer butter masala, sambar, Rasam, Kadai Chicken, Alagobi Masala, Channa Masala, Mutton roghan josh, Malabar Fish curry, Chilly chicken, Chilly Gobi, Chicken-65, Butter chicken masal

**SEMESTER II**  
**COURSE VI**  
**HOUSE KEEPING MANAGEMENT**

**Objectives**

- 1- To know about layout of House Keeping department.
- 2- To study the equipment and accessories for lines and uniform rooms.
- 3- To find the room maintenance procedure.

**UNIT- I** **18 Hrs**

Organizing the House Keeping Department- Introduction, Layout of House Keeping department- Organization of House Keeping department-Qualities of House Keeping Staff.

**UNIT- II** **18 Hrs**

Rooms and Floors - Practices and Procedures, Knowledge of Rooms -Rules on a Guest Floor, Maids card- Room Cleaning Procedure- Making a Bed, Cleaning a Bathroom- Room Maintenance Procedure, Reportable matters list -Weekly Cleaning Procedure, Under repair room - Preparing a Room report.

**UNIT- III** **18 Hrs**

Public Area Cleaning, Care, Storage of Service furniture - Linen and Uniform Room - Practices and Procedures, cleaning, cart and storage - Equipment and Accessories for lines and Uniform Rooms -Types of Rooms used, Types of Lines, Inventory Control - Cleaning Method - Cleaning Equipment and Standards - Pest and Pest control.

**UNIT IV** **18 Hrs**

Supervising Sanitation of the Environment-Basic Cleaning - Dusting - Sweeping - Polishing - Washing , Special Cleaning of - Different types of floors - Wall & Ceiling - Doors & Windows - Furniture & Fixtures - Venetian Blinds , Maintenance of Toilet, Water treatment, Filtering & Purification.

**UNIT V** **18 Hrs**

Pest control and eradication – with special reference to rats, cockroaches, furniture beetle, clothes moth, etc. Dealing with emergency situation like fire, death, theft, accidents, safety security control.

**OUTCOME:**

- 1- Receive Cleaning Equipment and Standards.

**COURSE VII**  
**FRONT OFFICE MANAGEMENT**

**Objectives**

- To identify the guest registration card.
- To learn about job description of front office assistant.
- To study the safety locker management.

**UNIT- I** **18 Hrs**

The Hotel - Industry – Introduction- Types of Hotels- Front Office – Introduction- Qualities of Front Office Staff- Front Office Organizational Hierarchy of a large Hotel- Front Office Salesmanship.

**UNIT- II** **18 Hrs**

Job description of Front Office Assistant-Department of Front Office Co-Ordinate with -Front Office Procedures for emergencies- Information - Message Handling- Reservation - Mode of Reservation, Sources of Reservation, Type of Plans, Group Reservation, Reservation Form.

**UNIT- III** **18 Hrs**

Reception - Guest Registration Card - Reception at Night- Hotel Credit - Credit Cards, Procedure for handling Credit Cards - Guest Arrival - Procedure for check in - Guest departure - Procedure while check out- Safety Locker Management.

**UNIT- IV** **18 Hrs**

Lobby - Department Co-ordinate with Lobby- Job description of Bellboy and Bell captain - Left Luggage procedure - Scanty Baggage Procedure - Wake up Call Procedure.

**UNIT V** **18 Hrs**

Cash billings – various systems of maintaining guest accounts, reports and cashier desk, departure procedure, credit and discounts in hotels, handling of credit cards, travellers cheques, travel agents coupons and airline vouchers, foreign exchange regulations in the hotels regarding payment of hotel bills by foreigners and NRIs, handling of guest valuables.

**OUTCOME:**

- 1- Understand handling of guest valuables.

## **COURSE VIII**

### **LIFE SKILL**

#### I Life Coping or adjustment

- (a) External and internal influence in one's life
- (b) Process of coping or adjustment
- (c) Coping with physical change and sexuality
- (d) Coping with stress, shyness, fear, anger far live and criticism.

#### II Attitude

- (a) Attitude
- (b) Self acceptance, self – esteem and self actualization
- (c) Positive thinking

#### III Problem Solving

- (a) Goal Setting
- (b) Decision Making
- (c) Time Management and stress Management.

#### IV Computers

- (a) Introduction to Computers
- (b) M.S.Office
- (c) Power Point

#### V Internet

- (a) Introduction to internet
- (b) E – mail
- (c) Browsing

## **COURSE IX**

### **FOOD AND BEVERAGE PRODUCTION**

#### **Objectives**

- 1- To know about vegetable preparation area.
- 2- To study the principles of balanced and health diet
- 3- To identify global hospitality industry

#### **UNIT – I**

**18 Hrs**

An overview of the Global Hospitality Industry and Catering Services – Introduction to Art of Cookery – Culinary History – Nouvelle Cusine, Fusion Cusine, Cusine Minceur, Popular International Cusine. Characteristics, menu terms, names of dishes – Basic culinary terms: Indian – Oriental – Western.

#### **UNIT – II**

**18 Hrs**

Section of the Kitchen with layout and functions – Receiving area, Storage area Dry and cold butchery and vegetable preparation area, Cooking area – Hot kitchen, Cold Kitchen, Bakery and Confectionary.

#### **UNIT – III**

**18 Hrs**

Classification – Heat generating, Refrigerating, Kitchen machinery, Storage, Tables hand tools, Weighing and measuring, Pot wash, holding utensils stillroom.

#### **UNIT – IV**

**18 Hrs**

Classification with examples and uses of cookery – Cereals, Pulses, Vegetables and fruits, eggs, seafood and fresh water fish, red and white meat, dairy products nuts and oilseeds, fats and oils, sweetening agents, spices and condiments, leavening agents, herbs, essence and flavors, food coloring agents.

#### **UNIT – V**

**18 Hrs**

Importance of cooking food – Principles of balanced and health diet – Carbohydrate rich foods – Protein rich foods – Fat rich foods – vitamin rich foods – Mineral rich foods.- preparation of various types of Beverages.

#### **OUTCOME:**

- 1- Obtained mineral rich foods.

**COURSE X  
PRACTICAL II**

**(C19HOP2/E19HOP2)FOOD AND BEVERAGE SERVICE**

**List of Exercises**

1. Napkin (Serviette folds)
2. Cleaning and wiping of cutlery, crockery and glassware
3. Carrying light and heavy tray
4. Carrying glasses
5. Beverage services
6. Laying cover
7. Receiving the guest, presenting the menu, taking order
8. Service of non-alcoholic drinks
9. Holding service spoon and fork
10. Clearing soiled plates from table
11. Taking order through telephone for room service
12. Changing ashtray during service
13. Presenting the bill

**SEMESTER III  
COURSE XI**

**FUNDAMENTALS OF MANAGEMENT**

## **Objectives**

- 1- To find the skills and levels of management.
  - 2- To study about steps in planning process.
  - 3- To identify performance and potential appraisal.

Unit-I

18 Hrs

Nature and functions of Management – Skills and levels of management – Different approaches to management – systems approach – Social Responsibility of Business.

Unit-II

18 Hrs

Planning – Nature – Importance – Types – Steps in planning process – MBO – Strategic planning process.

Unit-III

18 Hrs

Formal / Informal organization – Organizational structure – organizing process – Departmentalization – Authority delegation – Decentralization – Coordination.

**Unit-IV**

18 Hrs

Staffing procedure-Recruitment, Selection, Induction, Performance and Potential Appraisal;- Training and development, Methods, Design & Evaluation of T & D Programmes.

Unit-V

18 Hrs

Direction and Communication – Processes, Barriers and Types, Decision making, System and process of controlling, Control techniques, Total quality management – Use of IT in management functions

### **OUTCOME:**

- 1- Understand total quality management.

## **COURSE XII**

### **SERVICES MARKETING**

#### **Objectives**

- 1- To identify nature and scope of Service Marketing
- 2- To know about promoting market communication service.
- 3- To study planning and branding services.

#### **UNIT-I** **18 Hrs**

Introduction – Meaning and Objectives of Service Marketing. Nature and Scope of Service Marketing – Significance.

#### **UNIT-II** **18 Hrs**

Service Market – Segmentation – Selecting the appropriate customer portfolio, creating and maintaining customer loyalty.

#### **UNIT-III** **18 Hrs**

Pricing Strategies for promotion positioning service in the market – promoting market communication service.

#### **UNIT-IV** **18 Hrs**

Planning and Branding Services, New Services Development and customer Loyalty.

#### **UNIT-V** **18 Hrs**

Planning and Managing Service delivery. Situation review. The role of intermediaries. Enhancing value by improving quality and productivity.

#### **OUTCOME:**

- 1- Learn enhancing value by improving quality and productivity.

## **COURSE XIII**

## **FUNDAMENTALS OF FINANCIAL ACCOUNTING**

## **OBJECTIVES**

- 1- To study about final accounts of companies.
  - 2- To find the accounting of Insurance companies.
  - 3- To learn the economic value added accounting standards.

UNIT I

18 Hrs

Company accounts – Issue of shares, Debentures, Redemption of shares, Redemption of debentures, Final accounts of companies

## **UNIT II**

18 Hrs

Liquidation of companies, Amalgamation, Absorption, internal reconstruction, External reconstruction, and Holding company accounts

### **UNIT III**

18 Hrs

## Accounting of banking companies, Accounting of Insurance companies – General Insurance companies – Life Insurance companies- Insurance Claims

## **UNIT IV**

18 Hrs

## Economic Value added Accounting standards, Accounting for transfer pricing – Segmented reporting - Hotel accounting, Hospital accounting

UNIT V

18 Hrs

Double account system, Inflation Accounting, Human Resource Account

## **OUTCOME:**

- #### 1- Received accounting for transfer pricing:

**COURSE XIV**  
**PRACTICAL III**  
**HOUSE KEEPING AND ROOM SERVICE**

**List of Exercises**

- Complete housekeeping service with daily linen change.
- Cleanliness
- Maintenance of the living room and lobby
- Aesthetic upkeep of rooms, public area, back area and surroundings
- Vacuuming, dusting, laundry, mopping and waxing floors and changing and laundering linen

**COURSE XV**  
**INTERNSHIP**

- The students of this course are required to take up Internship training during the third semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The Objective of the internship is to understand the day to day activities of a hotel in which the internship is undertaken. The students should be advised to know the functions and activities performed and provided in all the departments of the hotel.
- The period of the internship can be decided by the centres concerned according to the availability of the training opportunities available. The choices could be either the internship can be on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations

## **SEMESTER IV COURSE XVI**

# **FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT**

## **Objectives**

- 1- To learn about systems approach to personnel management.
  - 2- To study wages and salary administration.
  - 3- To identify employee grievance procedures.

UNIT - I

18 Hrs

Human Resource Management – Definition, Concept, Objectives, Characteristics, and Functions – Systems approach to personnel Management – Organizational structures.

## **UNIT - II**

18 Hrs

Man Power Planning, Job analysis, Job description, Job specification, Job Evaluation, Recruitment and selection Process.

UNIT - III

18 Hrs

Training of employees, supervisors and Executives – Promotions – Demotions, Transfer, Absenteeism, Turnover, Employee Remuneration : Wages and Salary Administration – Rewards and Incentives, Benefits and Employee Services – Performance appraisal.

UNIT - IV

18 Hrs

Industrial Relations – Definition – Significance Causes for poor industrial Relations Suggestions to Improve Industrial Relations – Labour disputes and Industrial Relations in India.

UNIT - V

18 Hrs

## Workers Participation in Management, Collective Bargaining and Industrial relations – Employee Grievance Procedures & Industrial Disciplinary System

## **OUTCOME:**

- ## 1- Learning about labour disputes and Industrial Relations in India.

## **COURSE XVII**

### **CUSTOMER RELATIONSHIP MANAGEMENT**

#### **Objectives**

- 1- To identify purpose of relationship marketing.
- 2- To know about components of customer satisfaction.
- 3- To find the service recovery paradox.

#### **Unit I**

**18 Hrs**

Customer Relationship Management Fundamentals- Theoretical perspectives of relationship, Evolution of relationship marketing, Stages of relationship, Issues of relationship, Purpose of relationship marketing.

#### **Unit II**

**18 Hrs**

Historical Perspectives, CRM Definitions, Emergence of CRM practice:, CRM cycle, Stakeholders in CRM, Significance of CRM, Types of CRM, Success Factors in CRM, CRM Comprehension, CRM Implementation.

#### **Unit III**

**18 Hrs**

Customer Satisfaction: Meaning, Definition, Significance of Customer Satisfaction, Components of Customer Satisfaction, Customer Satisfaction Models, Measuring Customer Satisfaction, Customer Satisfaction Practices, Cases of Customer Satisfaction

#### **Unit IV**

**18 Hrs**

Service Quality: Concept of Quality, Meaning and Definition of Service Quality, Factors influencing customer expectation and perception, Types of Service Quality, Service Quality Dimensions, Service Quality Gaps, Measuring Service Quality.

#### **Unit V**

**18 Hrs**

Service Recovery Paradox, Customer Life time value, customer profitability, customer recall management, customer experience management, Rural CRM, , customer relationship management practices in hospitality industry.

#### **OUTCOME:**

- 1- Understand the service quality gaps.

**COURSE XVIII**  
**INVENTORY MANAGEMENT**

**Objectives**

- 1- To find about scope of inventory control.
- 2- To learn the work in process inventories.
- 3- To study economic order quantity.

**Unit I** **18 Hrs**

principles of inventory control, Inventory management measurements and techniques, Importance& Scope of Inventory Control,

**Unit II** **18 Hrs**

Costs Associated with Inventory, financial importance of inventory management and control, Types of Inventory, Inventory classifications – raw materials, work-in- process, and finished goods.

**Unit III** **18 Hrs**

Inventory Control, Selective Inventory Control, Economic Order Quantity, Safety Stocks, Inventory Management Systems

**Unit IV** **18 Hrs**

Forecasting Techniques, Principles of Material Requirements Planning, Material Requirement Planning, Manufacturing Planning (MRP-II), Just in Time (JIT).

**Unit V** **18 Hrs**

Internal and external lead time and cumulative lead time, work in Process Inventories, Finished Goods Inventories, General Management of Inventory, Spare Parts Inventories, Use of Computers in Inventory Management.

**OUTCOME:**

- 1- Receive the material requirement planning.

## **COURSE XIX**

### **PRACTICAL IV**

#### **FRONT OFFICE MANAGEMENT**

- Functions of Lobby Managers such as Registration Card, Reservation Form, Amendment Slip, Cancellation Slip, Arrival/departure notification slip
- VIP amenities voucher, Miscellaneous charge voucher, Allowance voucher, Paid out voucher, Message slip Telephone etiquettes and manners.
- Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of p
- Caring for guest and their security
- Handling customer on his requirements appropriately
- Handling guest complaints and problems
- Handling of master keys
- Handling of unusual moment

## **COURSE XX**

### **PROJECT WORK**

- The students of this course are required to undertake a project work individually on a specific topic during the fourth semester and submit a report at the end of the semester but before the commencement of the end semester examination.
- The objective of the Project work is to understand the problems faced by a hotel organization and offer specific suggestions to solve those problems.
- The period of the project work can be decided by the centres concerned according to the availability of the opportunities available. The choices could be either the student can take up the work on a daily basis in the afternoon or evening throughout the semester or for a period of one month after completion of the classes, before the examinations.

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