

**INSTITUTE OF ADVANCED STUDIES IN
EDUCATION (DEEMED UNIVERSITY)
GANDHI VIDYA MANDIR
SARDARSHAHR**

DETAILED SYLLABUS

FOR DISTANCE EDUCATION

**Post Graduate Diploma Programme
Post Graduate Diploma in Hotel Administration &
Hospitality
(Post Graduate Diploma in Hotel Administration & Hospitality)
(SEMESTER SYSTEM)**

COURSE TITLE: POST GRADUATE DIPLOMA IN HOTEL MANAGEMENT & TOURISM**DURATION : 1 & ½ YEARS (Semester System)****TOTAL DIPLOMA MARKS : (900 + 800 + 600) = 2300****FIRST SEMESTER**

COURSE TITLE	PAPER CODE	END SEMESTER	CONTINUOUS INTERNAL ASSESSMENT	TOTAL
Food Production & Patisserie- 1	PGDHAH110	70	30	100
Food Production & Patisserie- 1 Pr.	PGDHAH110P	70	30	100
Food & Beverage Service - 1	PGDHAH120	70	30	100
Food & Beverage Service - 1 Pr.	PGDHAH120P	70	30	100
Front Office Management	PGDHAH130	70	30	100
Front Office Management Pr.	PGDHAH130P	70	30	100
House Keeping Management	PGDHAH140	70	30	100
Hotel House Management Pr.	PGDHAH140P	70	30	100
Computer Fundamentals Pr.	PGDHAH150P	70	30	100

SECOND SEMESTER

COURSE TITLE	PAPER CODE	END SEMESTER	CONTINUOUS INTERNAL ASSESSMENT	TOTAL
Food Production & Patisserie- II	PGDHAH210	70	30	100
Food Production & Patisserie- II Pr.	PGDHAH210P	70	30	100
Food & Beverage Service 2	PGDHAH220	70	30	100
Food & Beverage Service – 2 Pr.	PGDHAH220P	70	30	100
Food & Beverage Management	PGDHAH230	70	30	100
Hotel Accountancy	PGDHAH240	70	30	100
Business Communications	PGDHAH250	70	30	100
(SELECT ANY ONE OPTIONAL PAPER FROM PGDHAH 260-1, 260-2, 260-3, 260-4)				
Human Resource Management	PGDHAH 260-1	70	30	100
Hospitality Sales and Marketing	PGDHAH 260-2	70	30	100
Principles of Management	PGDHAH 260-3	70	30	100
Environmental Issues in the Hospitality Industry	PGDHAH 260-4	70	30	100

THIRD SEMESTER

COURSE TITLE	PAPER CODE	END SEMESTER	CONTINUOUS INTERNAL ASSESSMENT	TOTAL
Industrial Training (Training Report + Log Book & Certificate from Hotel + Viva & Presentation)	PGDHAH310P	300	0	300
Hotel Law	PGDHAH320	70	30	100

Nutrition & Food Hygiene	PGDHAH330	70	30	100
Tourism Management & Travel Agency Operations	PGDHAH340	70	30	100

Note:

Theory Paper : **30%** Continuous Internal Assessment and **70 %** University examination.

Practical Paper: **30 %** Continuous Internal Assessment and **70 %** University examination.

Minimum Pass Marks : **40%**

Continuous Internal Assessment:

- | | |
|--|--|
| 1) Two or three tests out of which minimum two will be considered for Assessment | 70% of Continuous Internal Assessment |
| 2) Seminars/Assignments/Quizzes | 20% of Continuous Internal Assessment |
| 3) Attendance, class participation and behavior | 10% of Continuous Internal Assessment |

FIRST SEMESTER

PGDHAH110

FOOD PRODUCTION & PATISSERIE - I

Maximum Time : 3 Hrs. University Examination : 70 Marks

Total Marks : 100 Continuous Internal Assessment : 30 Marks

Minimum Pass Marks: 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

FOOD PRODUCTION

SECTION A

- 1 FOOD SERVICE INDUSTRY
 - 1.1 CULINARY HISTORY
 - 1.2 MODERN TREND IN FOOD CONCEPT
- 2 STANDARDS OF PROFESSIONALISM
 - 2.1 LEVELS OF SKILLS
 - 2.2 ATTITUDE AND PROFESSIONALISM IN KITCHEN
- 3 KITCHEN ORGANIZATION
 - 3.1 SECTIONS IN THE KITCHEN
 - 3.2 KITCHEN BRIGADE & WORK FLOW
- 4 KITCHEN EQUIPMENT
 - 4.1 INTRODUCTION TO DIFFERENT EQUIPMENTS

SECTION B

- 5 BASIC COOKERY PRINCIPLES
 - 5.1 AIMS & OBJECTIVE OF COOKING
 - 5.2 EFFECT OF COOKING
 - 5.3 PREPARATION OF INGREDIENTS
 - 5.4 COOKING TIMES
 - 5.5 METHODS OF COOKING
 - 5.6 REHEATING OF FOOD
 - 5.7 CULINARY TERMS
- 6 STOCKS
 - 6.1 DEFINITION, ELEMENTS OF STOCK, PRINCIPLES OF PREPARING STOCK.
 - 6.2 COURTOUILLON

- 7 SAUCES
 - 7.1 DEFINITION
 - 7.2 CLASSIFICATION OF MOTHER SAUCES
 - 7.3 DERIVATIVES

- 8 SOUPS
 - 8.1 DEFINITION
 - 8.2 CLASSIFICATION
 - 8.3 METHODS OF PREPARATION
 - 8.4 GARNISHING OF SOUPS

SECTION C

- 9 VEGETABLE COOKERY
 - 9.1 BASIC KNOWLEDGE, IDENTIFICATION, VARIOUS CUTS.
 - 9.2 PREPARATION, STORAGE, NUTRITIONAL ASPECTS
 - 9.3 VARIOUS GROUPS OF VEGETABLES USED IN THE KITCHEN.
 - 9.4 FACTORS AFFECTING PREPARATION OF VEGETABLES.

- 10 FISH COOKERY
 - 10.1 CLASSIFICATION, SOURCE
 - 10.2 STORAGE, FOOD VALUE PRESERVATION
 - 10.3 VARIOUS CUTS
 - 10.4 PREPARATION TECHNIQUES FOR FISH & SEAFOOD.

- 11 EGG COOKERY
 - 11.1 STRUCTURE, COMPOSITION, VARIETIES, STORAGE
 - 11.2 NUTRITIONAL ASPECTS
 - 11.3 PREPARATION

SECTION D

BAKERY & PATISSERIE

- 1 INTRODUCTION TO BAKERY AND PATISSERIE
 - 1.1 HISTORY OF BAKING
 - 1.2 BAKING AS AN ART AND SCIENCE
- 2 BASIC PRINCIPLES OF BAKERY
 - 2.1 FORMULAS AND MEASUREMENTS
 - 2.2 BAKING PROCESS
- 3 EQUIPMENT USED IN BAKERY
 - 3.1 USE, CARE, CLEANING, STORAGE
- 4 INGREDIENTS USED IN BAKERY
 - 4.1 FLOUR
 - 4.2 FAT
 - 4.3 SUGAR
 - 4.4 LIQUID
 - 4.5 EGG
 - 4.6 LEAVENING AGENT
 - 4.7 SALT, FLAVOURINGS, SPICES

- 5 DEFINITION AND TERMS USED IN BAKERY
 - 5.1 BASICS SYRUPS, CREAMS AND SAUCES

- 6 BREAD MAKING
 - 6.1 FUNCTIONS OF INGREDIENTS USED
 - 6.2 STEPS IN BREAD MAKING
 - 6.3 METHODS OF BREAD MAKING
 - 6.4 BREAD DISEASES, FAULTS AND REMEDIES
 - 6.5 QUICK BREADS.

References:

Theory of Cookery – K. Arora
Modern Cookery – Thangam E. Phillip
Theory of Catering – Kinton & Ceserani
Practical Cookery – Kinton & Ceserani
Basic Baking – S. C. Dubey
Larousse Gastronomique.
Professional Baking – Wayes Gissler
Indian Cookery – Prasad.
A Taste of India – Madhur Jaffrey.

PGDHAH110P

BASIC FOOD PRODUCTION PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

Food Production

- Identification of Kitchen Equipments
- Identification of raw materials
- Preparing & Cooking Vegetables
- Preparing & Cooking Eggs
- Preparing stocks, sauces & soups
- Preparing salad dressing & salads
- Preparing & Cooking starch Products
- Demonstration of various Cooking Methods
- Preparing & Cooking for Breakfast
- Preparing & Cooking of Fish Shellfish

Bakery & Patisserie

- Preparation of Breads using different methods
- Identification & Understanding of Bread Ingredients
- Preparation of Various Quick Breads – Muffins, Pancakes

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

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2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 INTRODUCTION TO THE HOTEL INDUSTRY
 - 1.1 CLASSIFICATION OF CATERING ESTABLISHMENTS
 - 1.2 TYPES OF F&B OUTLETS
 - 1.3 FOOD & BEVERAGE DEPARTMENTAL ORGANIZATION
 - 1.4 DUTIES & RESPONSIBILITIES OF F&B STAFF AT VARIOUS LEVELS
 - 1.5 ATTRIBUTES OF A HOTELIER

- 2.0 ANCILLARY DEPARTMENTS
 - 2.1 STILL ROOM / PANTRY
 - 2.2 WASH UP (KITCHEN STEWARDING)
 - 2.3 PLATE ROOM

- 3.0 RESTAURANT EQUIPMENT
 - 3.1 GLASSWARE
 - 3.2 CROCKERY
 - 3.3 TABLE WARE
 - 3.4 FURNITURE
 - 3.5 LINEN

SECTION B

- 4.0 MEALS & MENU
 - 4.1 TYPES OF MEALS
 - 4.2 TYPES OF MENU
 - 5.2.1 A LA CARTE & TABLE D'HOTE
 - 4.3 COURSES OF MENU
 - 4.3.1 COURSE ITEM EXAMPLES WITH ACCOMPANIMENTS
 - 4.3.2 COVERS FO EACH COURSE

- 5.0 SERVICE PROCEDURES
 - 5.1 TYPES OF SERVICES
 - 5.2 RULES TO BE OBSERVED FOR TABLE LAYING
 - 5.3 SEQUENCE OF SERVICE OF A MEAL

- 5.4 BREAKFAST SERVICE

- 6 ROOM SERVICE
 - 6.1 ROOM SERVICE ISSUES
 - 6.2 MARKETING
 - 6.3 MENUS
 - 6.4 VARIATIONS AND ALTERNATIVES
 - 6.5 STAFF REQUIREMENTS
 - 6.6 DELIVERING ROOM SERVICE

- 7.0 CIGARS & CIGARETTES
 - 7.1 TYPES, BRANDS

SECTION C

- 8.0 NON-ALCOHOLIC BEVERAGES
 - 8.1 TYPES OF WATERS
 - 8.2 SOFT DRINKS
 - 8.3 JUICES / SYRUPS / CRUSHES
 - 8.4 TEA COFFEE

- 9.0 ALCOHOLIC BEVERAGES
 - 9.1 SERVICE OF ALCOHOLIC BEVERAGES
 - 9.1.1 INTRODUCTION
 - 9.1.2 BEER
 - 9.1.3 SPIRITS - STYLES OF PRODUCTION
 - 9.1.4 WHISKY
 - 9.1.5 BRANDY
 - 9.1.6 RUM
 - 9.1.7 GIN
 - 9.1.8 VODKA
 - 9.1.9 TEQUILA
 - 9.1.10 OTHER SPIRITS (PERNOD, MARC, GRAPPA ETC.)
 - 9.2 RESPONSIBLE ALCOHOLIC SERVICE
 - 9.2.1 ALCOHOL AND ITS EFFECT ON HUMAN HEALTH
 - 9.2.2 HUMAN PSYCHOLOGY AND ALCOHOL

- 10 LIQUEURS & BITTERS
 - 10.1 TYPES
 - 10.2 PRODUCTION
 - 10.3 BASES & BRANDS

SECTION D

- 11 MIXED DRINKS & COCKTAILS
 - 11.1 TYPES OF MIXED DRINKS
 - 11.2 INGREDIENTS & METHODS OF PREPARATION
 - 11.3 MOCKTAILS
 - 11.4 COCKTAILS

- 12 BAR OPERATIONS
 - 12.1 BAR SET UP
 - 12.2 EQUIPMENTS

12.3 BAR CONTROL

Reference:

F&B Service Manual – Sudhir Andrews
F&B Service – Lilicarp
The Waiter – John Füller
Wine Encyclopedia – Grossmann
Wine Guide – Larousse
F&B Operations & Management – Brian Verghese
Bar Attendants Handbook –
Bar Tenderer

PGDHAH120P FOOD & BEVERAGE SERVICE – 1 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks

Total Marks : 100 Continuous Internal Assessment : 30 Marks

Minimum Pass Marks : 40%

- Service Grooming and Restaurant Etiquettes.
- Mis-en- place and Mis-en-scene
- Writing a Menu in French
- Identification of equipments
- Food and Beverage service sequence
- Water pouring and seating a guest.
- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Rules for laying table - Laying covers as per menus
- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipment
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill
- Sideboard setup
- Silver service
- American service
- Situation handling
- Breakfast table lay-up
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT

PGDHAH130

FRONT OFFICE MANAGEMENT

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

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3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

1.0 INTRODUCTION TO THE HOSPITALITY INDUSTRY

2.0 CLASSIFICATION OF HOTELS

2.1 SIZE AND TYPES OF HOTEL

2.2 LEVELS OF SERVICE

2.3 OWNERSHIP AND AFFILIATION

2.4 BASIC CRITERIA OF STAR CATEGORIZATION OF HOTELS

2.5 CLASSIFICATION OF HOTELS ON THE BASIS OF REVENUE GENERATION

3.0 HOTEL ORGANISATION

3.1 ORGANIZATION CHART

4.0 FRONT OFFICE ORGANISATION

4.1 DIFFERENT SECTIONS OF FRONT OFFICE DEPARTMENT & THEIR BRIEF FUNCTIONS

4.2 STAFF ORGANISATION OF FRONT OFFICE DEPARTMENT

4.3 DUTIES & RESPONSIBILITIES OF FRONT OFFICE STAFF

4.4 JOB DESCRIPTION AND JOB SPECIFICATIONS OF FRONT OFFICE DEPT

SECTION B

5.0 FRONT DESK LAYOUT AND EQUIPMENT

5.1 LAYOUT

5.2 EQUIPMENT AND ITS UTILITY

5.3 TELECOMMUNICATION EQUIPMENTS

6.0 THE ACCOMMODATION PRODUCT

6.1 TYPES OF GUEST ROOMS

6.2 BASIS OF CHARGING ROOM RATES

6.3 MEAL PLANS

6.4 TARIFF CARD

- 6.5 TYPES OF GUEST - FIT, BUSINESS TRAVELLERS, GIT, SPECIAL INTEREST TOURS, DOMESTIC, FOREIGN
- 7.0 FRONT OFFICE OPERATIONS
 - 7.1 THE GUEST CYCLE
 - 7.2 FRONT OFFICE SYSTEMS
 - 7.3 PROPERTY MANAGEMENT SYSTEMS
 - 7.3.1 RESERVATION MNGT. SOFTWARE
 - 7.3.2 ROOM MANAGEMENT SOFTWARE
 - 7.3.3 GUEST ACCOUNT MNGT. SOFTWARE
 - 7.3.4 GENERAL MANAGEMENT SOFTWARE
- 8.0 RESERVATION ACTIVITIES
 - 8.1 RESERVATION AND ROOM SALES
 - 8.2 TYPES OF RESERVATION
 - 8.3 RESERVATION INQUIRIES
 - 8.4 GROUP RESERVATIONS
 - 8.5 RESERVATION AVAILABILITY
 - 8.6 RESERVATION RECORD
 - 8.7 CONFIRMATION OF RESERVATION
 - 8.8 CANCELLATION OF RESERVATION
 - 8.9 AMENDMENTS / MODIFICATION OF RESERVATION
 - 8.10 TOOLS OF RESERVATION
 - 8.10.1 ROOM STATUS BOARD
 - 8.10.2 ADVANCE LETTING CHART
 - 8.10.3 DENSITY CONTROL CHART
 - 8.10.4 MOVEMENT LIST / EXPECTED ARRIVAL LIST
 - 8.11 SYSTEMS OF RESERVATION
 - 8.11.1 DIARY SYSTEM
 - 8.11.2 WHITNET SYSTEM
 - 8.12 DIFFERENT REPORTS OF RESERVATION
 - 8.13 SPECIAL CONSIDERATION OF RESERVATION
 - 8.14 UP SELLING TECHNIQUES.

SECTION C

- 9.0 REGISTRATION ACTIVITIES
 - 9.1 DETERMINING ROOM POSITION
 - 9.2 PRE REGISTRATION ACTIVITY
 - 9.3 ON ARRIVAL PROCEDURES
 - 9.3.1 RECEIVING , GREETING, WELCOMING A GUEST
 - 9.3.2 ASSESSING THE GUEST REQUIREMENTS
 - 9.3.3 CREATING THE REGISTRATION RECORD
 - 9.3.4 ROOM AND RATE ASSIGNMENT
 - 9.4 REGISTRATION & ROOMING PROCEDURE
 - 9.4.1 FIT 9.4.3 GROUP
 - 9.4.2 VIP 9.4.4 FOREIGNER
 - 9.5 POST ARRIVAL PROCEDURE
 - 9.5.1 ARRIVAL-DEPARTURE REGISTER
 - 9.5.2 INTER-DEPARTMENTAL COMMUNICATION

9.5.3 REGISTRATION OF FOREIGNERS,C-FORM

10.0 BELL DESK SERVICE

- 10.1 BELL DESK LAYOUT, EQUIPMENT
- 10.2 STAFF ORGANISATION, DUTY ROTAS & WORK SCHEDULE
- 10.3 LUGGAGE HANDLING PROCEDURES
- 10.4 LEFT LUGGAGE PROCEDURES
- 10.5 OTHER FUNCTIONS OF BELL DESK

11.0 FRONT OFFICE COMMUNICATION

- 11.1 IMPORTANCE OF INTER-DEPARTMENTAL COMMUNICATION
- 11.2 TYPES & METHODS OF COMMUNICATION

12.0 GUEST SERVICES

- 12.1 HANDLING GUEST REQUESTS
- 12.2 HANDLING GUEST COMPLAINTS
- 12.3 MAIL HANDLING PROCEDURES
 - 12.3.1 IMPORTANCE OF HANDLING MAIL WITHOUT DELAY, SORTING OF MAIL
 - 12.3.2 CATEGORIES OF GUEST MAIL: - RESIDENT GUEST, DEPARTED GUEST & GUEST STILL TO ARRIVE
 - 12.3.3 SPECIAL HANDLING OF REGISTERED MAIL AND PARCELS
- 12.4 MESSAGE HANDLING PROCEDURE
 - 12.4.1 IMPORTANCE, PROCEDURE, METHOD OF RECEIVING AND TRANSMITTING MESSAGES FOR GUEST, LOCATION FORM, PAGING PROCEDURE
- 12.5 ROOM CHANGE PROCEDURE

13.0 HANDLING OF SPECIAL SITUATIONS LIKE

- 13.1 DNS
- 13.2 DNA
- 13.3 RNA
- 13.4 NI (NO INFORMATION)
- 13.5 VIP / SPAT / DG GUESTS
- 13.6 SCANTY BAGGAGE GUEST
- 13.7 REFUSING ACCOMMODATION
 - 13.7.1 BLACK LISTED GUEST
 - 13.7.2 WALKING A GUEST

SECTION D

14.0 CHECKOUT & SETTLEMENT

- 14.1 DEPARTURE PROCEDURES AT RECEPTION, CASH SECTION, BELL DESK
- 14.2 EXPRESS CHECK-OUT & SELF CHECK-OUT
- 14.3 REDUCTION OF LATE CHARGES
- 14.4 EFFECTIVE BILLING & COLLECTION
- 14.5 FRONT OFFICE RECORDS

15.0 FRONT OFFICE ACCOUNTING SYSTEMS

- 15.1 ACCOUNTING FUNDAMENTALS (FOLIOS, VOUCHERS, LEDGER, POS)
- 15.2 CREATION & MAINTENANCE OF ACCOUNTS, RECORD KEEPING SYSTEM

- 15.3 AUDITS & INTERNAL CONTROL
- 15.4 SETTLEMENT OF ACCOUNTS
- 15.5 CASH CONTROL
- 15.6 CREDIT CONTROL
- 16.0 NIGHT AUDIT
 - 16.1 NIGHT AUDIT PROCESS
 - 16.2 FUNCTION OF NIGHT AUDITOR
 - 16.3 NIGHT AUDIT REPORTS
 - 16.4 AUDIT POSTING FORMULAE
- 17.0 HOTEL / FRONT OFFICE SECURITY SYSTEM
 - 17.1 MANAGEMENT'S ROLE IN SECURITY
 - 17.2 SECURITY PROGRAMME IN HOTEL
 - 17.3 SECURITY AND THE LAW
 - 17.4 EQUIPMENTS USED
 - 17.5 EMERGENCY PROCEDURE

Reference:

Front Office Training manual – Sudhir Andrews.
 Managing Front Office Operations – Kasavana & Brooks
 Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
 Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
 Front Office Operations – Colin Dix & Chris Baird.
 Front Office Operations & Management – S. Bhatnagar

PGDHAH130P FRONT OFFICE MANAGEMENT PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

- Basic Manners & Attributes for Front Office Operations.
- Communication Skills – Verbal & Non Verbal
- Preparation & study of Countries – Capitals & Currency, Airlines, Flag Charts, Credit Cards, Travel Agency etc.
- Telecommunications Skills
- Forms & Formats – their use
- Identification of equipment, Work Structure & Stationery
- Procedure of taking Reservations – in Person & over Telephone
- Converting enquiry into valid reservation
- Role Play – Check-in / Check-out/ Walk-in / FIT /GIT / VIP / CIP /HG etc.
- Suggestive Selling
- Preparation of Guest Folio
- Guest Complaint Handling – Mock Situations – Role Plays
- Preparation of Guest History Cards
- Filling-up C-Forms
- Preparation and Filling up of Guest Registration Card
- Role Plays – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain etc.
- Calculating Occupancy Statistics

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
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B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 IMPORTANCE OF HOUSEKEEPING
 - 1.1 IN THE HOTEL
 - 1.2 IN GUEST SATISFACTION
- 2.0 FUNCTION OF HOUSEKEEPING DEPARTMENT
- 3.0 SERVICES & FACILITIES OFFERED BY VARIOUS HOTELS
- 4.0 ORGANISATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT
 - 5.1 SMALL HOTEL
 - 5.2 MEDIUM HOTEL
 - 5.3 LARGE HOTEL
 - 5.4 CLUBS
- 6.0 DUTIES & RESPONSIBILITIES OF HOUSEKEEPING STAFF
 - 6.1 EXECUTIVE HOUSEKEEPER
 - 6.2 DEPUTY/ASSISTANT HOUSEKEEPER
 - 6.3 FLOOR SUPERVISOR
 - 6.4 DESK SUPERVISOR
 - 6.5 PUBLIC AREA SUPERVISOR
 - 6.6 ROOM ATTENDANTS
 - 6.7 STOREKEEPER
 - 6.8 HOUSEMAN
 - 6.9 LAUNDRY SUPERVISOR
 - 6.10 FLORIST
- 7.0 CLEANING EQUIPMENTS
 - 7.1 GENERAL CONSIDERATION FOR SELECTION
 - 7.2 CLASSIFICATION & TYPES OF EQUIPMENTS
 - 7.3 METHOD OF USE AND MECHANISM FOR EACH TYPE
 - 7.4 CARE AND MAINTENANCE
- 8.0 CLEANING AGENTS
 - 8.1 CLASSIFICATION
 - 8.2 GENERAL CRITERIA FOR SELECTION

- 8.3 USE, CARE & STORAGE
- 8.4 DISTRIBUTION & CONTROL

SECTION B

- 9.0 CLEANING OF ROOMS
 - 9.1 DAILY CLEANING
 - 9.1.1 CHECK-OUT ROOM
 - 9.1.2 OCCUPIED ROOM
 - 9.1.3 VACANT ROOM
 - 9.1.4 EVENING SERVICES
 - 9.2 SPRING CLEANING

- 10.0 STANDARD SUPPLIES PROVIDED
 - 10.1 ORDINARY ROOMS
 - 10.2 VIP'S & VVIP'S

- 11.0 CHAMBER MAID'S SERVICE ROOM
 - 11.1 LOCATION
 - 11.2 LAYOUT & ESSENTIAL FEATURE
 - 11.3 CHAMBER MAIDS' TROLLEY

- 12.0 GUEST ROOM INSPECTION
 - 12.1 CRITERIA FOR EVALUATION
 - 12.2 SUPERVISORS CHECK LIST & JOB ORDER

- 13.0 COMPOSITION, CARE AND CLEANING OF
 - 13.1 METALS - BRASS, COPPER, SILVER, EPNS, BRONZE, CHROMIUM, ALUMINIUM, STAINLESS STEEL & PROTECTIVE FINISHES OF VARIOUS KINDS
 - 13.2 GLASS-VARIOUS TYPE
 - 13.3 LEATHER, REXINE
 - 13.4 PLASTIC
 - 13.5 CERAMIC- VARIOUS TYPES
 - 13.6 WOOD- VARIOUS TYPES & THEIR PROTECTIVE FINISHES

- 14.0 PERIODICAL CLEANING
 - 14.1 TASKS CARRIED OUT
 - 14.2 SCHEDULE RECORDS

- 15.0 SPECIAL CLEANING PROGRAMMES
 - 15.1 TASKS CARRIED OUT
 - 15.2 SCHEDULES & RECORDS

SECTION C

- 16.0 CLEANING OF PUBLIC AREAS
 - 16.1 LOBBY RESTAURANTS
 - 16.2 RESTAURANTS
 - 16.3 PUBLIC AREA TOILETS
 - 16.4 CORRIDORS
 - 16.5 CAR PARK AREA
 - 16.6 ELEVATORS

- 17.0 KEYS & KEY CONTROL
 - 17.1 TYPES OF KEYS
 - 17.2 COMPUTERISED KEY CARDS
 - 17.3 CONTROL OF KEYS

- 18.0 LOST & FOUND PROCEDURE
 - 18.1 DEFINITION
 - 18.2 PROCEDURE FOR LOST AND FOUND

- 19.0 PEST CONTROL
 - 19.1 DEFINITIONS OF PESTS & CONTROL
 - 19.2 AREAS OF INFESTATIONS
 - 19.3 PREVENTION & CONTROL OF PESTS
 - 19.4 RESPONSIBILITY OF HOUSEKEEPING IN PESTS CONTROL

- 20.0 FIRE
 - 20.1 TYPES OF FIRES & CAUSES
 - 20.2 FIRE EXTINGUISHERS & FIRE FIGHTING PROCEDURES

SECTION C

- 21.0 HOTEL LINEN
 - 21.1 CLASSIFICATION OF LINEN
 - 21.2 ITEMS CLASSIFIED AS BED AND BATH LINEN, THEIR SIZES
 - 21.3 ITEMS CLASSIFIED AS TABLE LINEN, THEIR SIZES
 - 21.4 MATERIALS USED FOR MAKING FABRIC & THEIR CLASSIFICATION
 - 21.5 SELECTION CRITERIA FOR THE LINEN ITEMS (BED SHEETS
PILLOWCASES, TOWELS AND BATH MATS, TABLE CLOTHS,
SERVIETTES)
 - 21.6 SELECTION CRITERIA & CALCULATING MATERIAL REQUIRED FOR
SOFT FURNISHINGS (CURTAINS, BEDSPREADS, UPHOLSTERY &
CUSHIONS)

- 22.0 LINEN ROOM
 - 22.1 ACTIVITIES OF LINEN ROOM
 - 22.2 LOCATION , EQUIPMENT & LAYOUT OF A LINEN ROOM (BASIC
RULES)
 - 22.3 PURCHASE OF LINEN / LINEN HIRE / QUALITY & QUANTITY
 - 22.4 STORAGE & INSPECTION
 - 22.5 ISSUING OF LINEN TO FLOORS & DEPARTMENTS (PROCEDURE &
RECORDS)
 - 22.6 DESPATCH & DELIVERY FROM LAUNDRY (PROCEDURE & RECORDS)
STOCK TAKING - PROCEDURE & RECORDS
CONDEMNED LINEN & CUT-DOWN-PROCEDURE AND RECORDS
MARKING & MONOGRAMMING

- 23.0 UNIFORMS & UNIFORM ROOM
 - 23.1 PURPOSE OF UNIFORMS
 - 23.2 NUMBER OF SETS, ISSUING PROCEDURE & EXCHANGE OF UNIFORMS
 - 23.3 DESIGNING A UNIFORM - FUNCTIONAL AESTHETIC
CONSIDERATIONS

- 23.4 LAYOUT & PLANNING OF THE UNIFORM ROOM (BASIC CONSIDERATIONS)
- 24.0 LAUNDRY OPERATION
- 24.1 DUTIES & RESPONSIBILITIES OF LAUNDRY STAFF (LAUNDRY MANAGER AND SHIFT-IN-LEADER, DRY CLEANING, SUPERVISOR, SPOTTER CUM PRESSER, LAUNDRY CLERK, ATTENDANTS VALET RUNNER, LAUNDRY)
- 24.2 IMPORTANCE AND PRINCIPLES OF LAUNDRY OPERATIONS
- 24.3 FLOW PROCESS OF INDUSTRIAL LAUNDERING (COLLECTION, TRANSPORTATION ARRIVALS, SORTING, WEIGHING, LOADING, WASHING, RINSING, STARCHING, HYDRO-EXTRACTION, UNLOADING, TUMBLING, FINISHING (CALENDER/SYSTEM PRESS) FOLDING, DIRING& STORING TRANSFER & USE)
- 24.4 STAGES IN WASH CYCLE (FLUSH-SUDS - BLEACH RINSE-SOUR & SOFT-EXTRACT, BREAK & SOAKING)
- 24.5 EQUIPMENT, LAYOUT & PLANNING & LAUNDRY (BASIC RULES)
- 24.6 ROLE OF LAUNDRY AGENTS
- 24.7 CLASSIFICATION OF LAUNDRY AGENTS (SYNTHETIC, DETERGENT,
- 24.8 BUILT SOAP DETERGENTS, ENZYME ACTION- DETERGENTS, EXPLAIN BRIEFLY)
- 24.9 STAIN REMOVAL
- 25.0 MANAGEMENT OF HOUSEKEEPING STAFF
- 25.1 JOB SPECIFICATIONS & JOB DESCRIPTIONS
- 25.2 DUTY ROTAS

Reference:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
 Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
 Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
 The Professional Housekeeper – Tucker Schneider, VNR.

PGDHAH140P HOUSEKEEPING MANAGEMENT PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

- Identifying Cleaning Equipment & Agents
- Cleaning of Guest Room & Bathroom – Occupied / Vacant
- Identifying Guest Supplies
- Cleaning of Various Surfaces
- Bed Making (Variations)
- Washing & Finishing of various Fibres & Fabrics
- Stain Removal

FIRST SEMESTER

PGDHAH150P COMPUTER FUNDAMENTALS PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

- 1.0 FUNDAMENTALS OF COMPUTERS.
 - 1.1. DEFINITION OF COMPUTER, ADVANTAGES AND CHARACTERISTICS.
 - 1.2. DATA AND INFORMATION.
 - 1.2.1. DATA REPRESENTATION.
 - 1.2.2. BITS AND BYTES.
 - 1.2.3. ASCII AND EBCDIC.
 - 1.2.4. NUMBER SYSTEMS CONVERSION (DÀB, BÀD).
 - 1.2.5. BINARY ARITHMETIC (ADD, SUB, MUL).
 - 1.3. CLASSIFICATION OF COMPUTERS.
 - 1.3.1. MICRO
 - 1.3.2. MINI
 - 1.3.3. MAIFRAMES
 - 1.3.4. SUPER
 - 1.2.5. PORTABLE
 - 1.4. GENERATION OF COMPUTERS.
 - 1.4.1. FIRST GENERATION
 - 1.4.2. SECOND GENERATION
 - 1.4.3. THIRD GENERATION
 - 1.4.4. FOURTH GENERATION
 - 1.4.5. FIFTH GENERATIONS

- 2.0 ESSENTIALS OF COMPUTER SYSTEMS.
 - 2.1. COMPONENTS OF PC.
 - 2.1.1. HARDWARE.
 - 2.1.2. SOFTWARE.
 - 2.2. BLOCK DIAGRAM OF PC AND ITS WORKING.
 - 2.3. INPUT/OUTPUT DEVICES.
 - 2.4. MEMORY TYPES.(PRIMARY,SECONDARY)
 - 2.5. STORAGE DEVICES.(HDD, PEN DRIVE, EXTERNAL HDD)

- 3.0 SOFTWARE AND ITS CLASSIFICATIONS.
 - 3.1. TYPES OF SOFTWARE.
 - 3.1.1. SYSTEM SOFTWARE.
 - 3.1.1.1.INTRODUCTION TO CLI/GUI.
 - 3.1.1.2.INTRODUCTION TO MS-DOS/WINDOWS XP (PROF/HOME)
 - 3.1.2. APPLICATION SOFTWARE.
 - 3.1.2.1. INTRODUCTION TO MS-WORD.
 - 3.1.2.2. INTRODUCTION TO MS-EXCEL.
 - 3.1.2.3. INTRODUCTION TO MS-POWERPOINT.
 - 3.1.2.3 INTRODUCTION TO MS-ACCESS

- 3.2. PROGRAMMING LANGUAGES.
 - 3.2.1 LOW LEVEL LANGUAGES (MACHINE, ASSEMBLY)
 - 3.2.2 HIGH LEVEL LANGUAGES.
 - 3.2.3 TRANSLATORS (ASSEMBLER, COMPILER, INTERPRETER)
- 3.3. UTILITIES.
 - 3.3.1 SOFTWARE UTILITIES (ZIP, RECOVERY, PDFS ETC.)
 - 3.3.2 HARDWARE UTILITIES (HARDWARE DIAGNOSIS, PARTITION MANAGERS ETC)
- 3.4. VIRUSES, DEFINITION AND TYPES.
- 4.0 NETWORK AND COMMUNICATIONS
 - 4.1 WHAT IS A NETWORK?
 - 4.2 TCP / IP
 - 4.3 COMMUNICATION CHANNEL
 - 4.4 NETWORK TOPOLOGY (BUS, STAR, RING, HYBRID)
 - 4.5 TYPES OF NETWORK (LAN / MAN / WAN)
 - 4.6 INTERNET, INTRANET & EXTRANET
 - 4.7 TRANSMISSION MODE (SIMPLEX, HALF-DUPLEX, FULL-DUPLEX)
- 5.0 BLUETOOTH AND INTRANET TECHNOLOGY
 - 5.1 IMPORTANCE & FEATURES
 - 5.2 TECHNIQUES OF USING BLUETOOTH AND INTRANET
- 6.0 WAP (WIRELESS APPLICATION PROTOCOL)
 - 6.1 DEFINITION OF WAP
 - 6.2 IMPORTANCE OF WAP
- 7.0 WI-FI (WIRELESS FIDELITY)
 - 7.1 DEFINITION, IMPORTANCE
 - 7.2 WORKING MECHANISM OF WI-FI (WIRELESS ACCESS POINT, TCP/IP, WIRELESS NIC CARD)

Reference:

- 1. Fundamental of Computers, Prentice Hall India
- 2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.

SECOND SEMESTER

PGDHAH210

FOOD PRODUCTION & PATISSERIE - I

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

FOOD PRODUCTION

1. MEAT COOKERY
 - 1.1 COMPOSITION, SELECTION, GRADING OF MUTTON, LAMB, PORK, BEEF, VEAL
 - 1.2 CUTS OF DIFFERENT MEATS, COOKING TIMES, & HANDLING
 - 1.3 NUTRITIONAL AND STORAGE POINTS
 - 1.4 STORAGE OF FRESH & FROZEN MEATS.
2. POULTRY/GAME COOKERY
 - 2.1 TYPES/CLASSIFICATION
 - 2.2 FOOD VALUE, STORAGE & NUTRITIONAL VALUE
3. INDIAN REGIONAL COOKERY & MODERN TRENDS
 - 3.1 INDIAN MASALAS
 - 3.2 REGIONAL CUISINES OF INDIA: NORTH, SOUTH, EAST & WEST
 - 3.3 TRADITIONAL INDIAN BREADS & MITHAIS
 - 3.4 INDIAN SNACKS, VARIETY OF KEBABS

SECTION B

4. INTERNATIONAL CUISINE
 - 4.1 ENGLISH
 - 4.2 FRENCH
 - 4.3 ITALIAN
 - 4.4 MEXICAN
 - 4.5 SPANISH
 - 4.6 ORIENTAL VARIETIES

- 5. FOOD PRESENTATION & GARNISH
 - 5.1 VARIOUS ASPECTS OF PRESENTATION; MATERIALS USED
- 6 STANDARDIZATION OF RECIPES
 - 6.1 STRUCTURE OF RECIPE
 - 6.2 STANDARD RECIPE

SECTION C

- 7 PURCHASING
 - 7.1 RECEIVING
 - 7.2 ORDERING
 - 7.3 MOVEMENTS OF GOODS
 - 7.4 PURCHASING TECHNIQUES
- 8 FOOD COST & CONTROL
 - 8.1 COSTING OF DISH
 - 8.2 CONTROL CYCLE
 - 8.3 VARIOUS REPORTS

SECTION D

- 1 COOKIES
 - 1.1 INGREDIENTS USED & THEIR FUNCTIONS
 - 1.2 DIFFERENT METHODS OF MIXING WITH EXAMPLES
- 2 CAKES
 - 2.1 INGREDIENTS USED IN CAKE-MAKING & THEIR FUNCTIONS
 - 2.2 MIXING METHODS, FAULTS & REMEDIES
 - 2.3 HIGH RATIO CAKES, POUND CAKES - DEFINITIONS
 - 2.4 CAKE DECORATIONS - ICINGS; DECORATIVE ITEMS
- 3 PASTRIES
 - 3.1 INGREDIENTS USED
 - 3.2 CLASSIFICATION
 - 3.3 METHODS OF MIXING & USAGE
 - 3.4 FAULTS & REMEDIES
- 4 COLD & FROZEN DESSERTS
 - 4.1 PUDDINGS; SOUFFLES, MOUSSES; BAVARIAN CREAM - INGREDIENTS USED, EXAMPLES
 - 4.2 FROZEN DESSERTS: SHERBETS, ICECREAMS - INGREDIENTS; TYPES
- 5 MERINGUES
 - 3.1 DIFFERENT METHODS OF MAKING, FUNCTIONS, PRECAUTIONS
- 6 SUGAR COOKERY
 - 6.1 MANUFACTURING, SYRUPS, TYPES, STAGES OF COOKING WITH TEMPERATURES; USAGE

References:

Theory of Cookery – K. Arora
Modern Cookery – Thangam E. Phillip
Theory of Catering – Kinton & Ceserani
Practical Cookery – Kinton & Ceserani
Basic Baking – S. C. Dubey

Larousse Gastronomique.
Professional Baking – Wayes Gissler
Indian Cookery – Prasad.
A Taste of India – Madhur Jaffrey.

PGDHAH210P FOOD PRODUCTION & PATISSERIE – I PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

Cookery

- Preparing & Cooking Poultry
- Preparing & Cooking Meat
- Preparing for Indian Menus
- Preparing for French Menus
- Preparing for Italian Menus
- Preparing for Chinese Menus
- Preparing for Mexican Menus
- Preparing for Thai Menu

Patisserie

- Different methods and Types of Cookie Making
- Different methods and Types of Cake making
- Icing – Types and Applications
- Different types of Pastries and their applications
- Different types of frozen Desserts – Preparation & Presentations
- Preparation & Application of Cream, Filling and Custards and their uses
- Sugar products
- Chocolate Confectionery

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 WINES
 - 1.1 INTRODUCTION TO WINES
 - 1.2 CLASSIFICATION OF WINES
 - 1.3 GRAPES & FACTORS AFFECTING WINE QUALITY
 - 1.4 VINIFICATION
 - 1.5 PRODUCTION OF RED/ WHITE/ ROSZE WINES
 - 1.6 PRODUCTION OF FORTIFIED & AROMATISED WINES
 - 1.7 PRODUCTION OF SPARKLING WINE

SECTION B

- 2 WINE PRODUCING REGIONS OF THE WORLD
 - 2.1 FRANCE
 - 2.2 GERMANY
 - 2.3 ITALY
 - 2.4 SPAIN
 - 2.5 PORTUGAL
 - 2.6 USA
 - 2.7 AUSTRALIA & INDIA

SECTION C

- 3 FOOD & WINE HARMONY

SECTION D

- 4 BANQUETS
 - 4.1 HISTORY OF BANQUETS
 - 4.2 TYPES OF BANQUETS
 - 4.3 ORGANIZATION OF A BANQUET DEPARTMENT
 - 4.4 BANQUET PROCEDURES
 - 4.5 BUFFETS
 - 4.6 BANQUET PROTOCOLS

- 4.7 CONFERENCES
- 4.8 BOOKING AND PLANING OF FUNTIONS

- 5 GUERIDON SERVICE
 - 5.1 TYPES OF TROLLEYS
 - 5.2 SEQUENCE OF SERVICE

Reference:

F&B Service Manual – Sudhir Andrews
F&B Service – Lilicarp
The Waiter – John Füller
Wine Encyclopedia – Grossmann
Wine Guide – Larousse
F&B Operations & Management – Brian Verghese
Bar Attendants Handbook –

Bar Tenderer

PGDHAH220P FOOD & BEVERAGE SERVICE – 2 PRACTICAL

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

- Service of sparkling, aromatized, fortified, still wines.
- Table set-up with wines on the menu
- Restaurant setups of different types
- Service of Afternoon and High Teas
- Buffet Lay-ups, theme Buffet setups
- Service of Cheese
- Cocktail Parties
- Preparation of Flambé dishes

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 RESTAURANT PLANNING & LAYOUT
 - 1.1 CHOOSING OF LOCATION
 - 1.2 LAYOUT PLANNING
 - 1.3 DÉCOR
 - 1.4 FURNISHING, FIXTURES & FITTINGS
 - 1.5 EQUIPMENT SELECTION

SECTION B

- 2.0 MENU PLANNING
 - 2.1 OBJECTIVES & PROCEDURES
 - 2.2 MENU PLANNING CONSIDERATIONS & CONSTRAINTS
 - 2.3 MENU DESIGNING
 - 2.4 MENU MERCHANDISING
- 3.0 CYCLES OF CONTROL
 - 3.1 PURCHASING
 - 3.2 RECEIVING
 - 3.3 STORING
 - 3.4 ISSUING
 - 3.5 PREPARATION
 - 3.6 COSTING & SELLING
 - 3.7 CONTROL

SECTION C

- 4.0 LIQUOR CONTROL
 - 4.1 PURCHASE PROCEDURES
 - 4.2 ASSESSMENT OF QUALITY
 - 4.3 STOCK CONTROL
 - 4.4 BEVERAGE SALES CONTROL

- 5.0 BUDGETS & BUDGETARY CONTROL
 - 5.1 DEFINITION, DIFFERENT TYPES OF BUDGETING
 - 5.2 DIFFERENT STEPS OF PREPARING DIFFERENT BUDGETS
 - 5.3 BUDGETARY CONTROL
 - 5.4 FORMATS FOR BUDGETING

SECTION D

- 6.0 MANPOWER PLANNING
 - 6.1 JOB DESCRIPTION
 - 6.2 JOB SPECIFICATION
 - 6.3 RECRUITMENT
 - 6.2 INDUCTION & TRAINING

Reference:

F&B Service Manual – Sudhir Andrews
 F&B Service – Lilicarp
 The Waiter – John Füller
 Wine Encyclopedia – Grossmann
 Wine Guide – Larousse
 F&B Operations & Management – Brian Verghese
 Bar Attendants Handbook –
 Bar Tenderer

PGDHAH240 HOTEL ACCOUNTANCY

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks : 40%			

A) Instructions for paper-setter

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2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 INTRODUCTION TO HOTEL ACCOUNTANCY
 - 1.1 INTRODUCTION TO ACCOUNTANCY
 - 1.2 MEANING OF ACCOUNT
 - 1.3 ORIGIN OF ACCOUNTING

- 1.4 INTRODUCTION TO HOTEL ACCOUNTS AND ITS IMPORTANCE
- 1.5 FEATURES
- 1.6 PURPOSES
- 1.7 CONCEPTS
- 1.8 CONVENTIONS
- 1.9 TYPES OF ACCOUNTS

- 2.0 PRINCIPLES OF DOUBLE ENTRY SYSTEM
 - 2.1 BASIC BOOKS OF ACCOUNTS AND THEIR IMPORTANCE, MEANING AND DEFINITIONS.
 - 2.2 GOLDEN RULES OF ACCOUNTS

- 3.0 JOURNAL ENTRIES
 - 3.1 MEANING, DEFINITION, IMPORTANCE AND ADVANTAGES OF JOURNALISATION
 - 3.2 RULES OF JOURNALS
 - 3.3 NUMERICALS & PRACTICE

- 4.0 LEDGER
 - 4.1 MEANING, IMPORTANCE AND ADVANTAGES OF LEDGER
 - 4.2 RULES OF POSTING AND NUMERICALS

- 5.0 TRIAL BALANCE
 - 5.1 INTRODUCTION
 - 5.2 MEANING, DEFINITION AND IMPORTANCE
 - 5.3 METHODS OF TRIAL BALANCE AND PRACTICAL PROBLEMS.

SECTION B

- 6.0 SUBSIDIARY BOOKS
 - 6.1 PURCHASE BOOK (MEANING, ADVANTAGES AND RULES OF RECORDING THE TRANSACTION IN PURCHASE BOOK)
 - 6.2 PURCHASE RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
 - 6.3 SALES AND SALES RETURN BOOK (MEANING, ADVANTAGES AND PRACTICALS)
 - 6.4 CASH BOOK – MEANING, IMPORTANCE AND TYPES: SINGLE, DOUBLE & TRIPLE COLUMN CASH BOOK, CONTRA ENTRIES

- 6.0 BANK RECONCILIATION STATEMENT
 - 6.1 MEANING OF BRS, IMPORTANCE, REASON OF MAINTAINING BRS
 - 6.2 REASON OF DIFFERENCES IN PASS BOOK AND CASH BOOK
 - 6.5 B.R.S. - CASH BOOK TO PASS BOOK
 - 6.6 B.R.S. - PASS BOOK TO CASH BOOK

SECTION C

- 7.0 FINAL ACCOUNTS
 - 7.1 MEANING, DEFINITION AND IMPORTANCE
 - 7.2 RULES OF RECORDING
 - 7.3 PROFIT & LOSS ACCOUNT
 - 7.4 BALANCE SHEET

- 7.5 INCOME STATEMENT
- 8.0 COSTING
 - 8.1 COST ANALYSIS
 - 8.2 DIFFERENT TYPES OF COSTS
 - 8.3 ELEMENT OF COST
 - 8.4 COST SHEET OR STATEMENT OF COST
- 9.0 MATERIAL CONTROL
 - 9.1 MEANING
 - 9.2 DIMENSIONS
 - 9.3 ASPECTS OF MATERIAL CONTROL
 - 9.4 ESSENTIAL OF MATERIAL CONTROL
 - 9.5 PURCHASE DEPARTMENT AND PURCHASE REQUISITION
- 10.0 TECHNIQUES OF MATERIAL CONTROL
 - 10.1 LEVEL SETTING
 - 10.2 ECONOMIC ORDER QUANTITY
 - 10.3 METHODS OF VALUING MATERIAL ISSUES.
- 11.0 COST CONCEPT IN DECISION MAKING
 - 11.1 MARGINAL COST AND MARGINAL COSTING
 - 11.2 NEED FOR MARGINAL COSTING
 - 11.3 FEATURES OF MARGINAL COSTING
- 12.0 PROFIT VOLUME COST ANALYSIS
 - 12.1 OBJECTIVE OF COST VOLUME PROFIT ANALYSIS
 - 12.2 ELEMENTS OF COST VOLUME PROFIT ANALYSIS
 - 12.3 MARGINAL COST EQUATION
 - 12.4 CONTRIBUTION
 - 12.5 MARGIN OF SAFETY
 - 12.6 BREAK –EVEN ANALYSIS (BOTH ON UNIT AND ON VOLUME)
 - 12.7 P/V RATIO
- 13.0 BASIC STANDARD COSTING
 - 13.1 STANDARD COST AND STANDARD COSTING
 - 13.2 DIFFERENCE BETWEEN STANDARD COST AND MARGINAL COSTING

SECTION D

- 6.0 BUDGETING
 - 6.1 MEANING, NEED FOR BUDGETING
 - 6.2 MEANING OF BUDGET AND TYPES OF BUDGETS AND CASH BUDGET
- 7.0 DEPARTMENTAL ACCOUNTING IN HOTELS
 - 7.1 MEANING AND PURPOSE
 - 7.2 METHODS
 - 7.3 ALLOCATION AND APPORTIONMENT

Reference :

1. Principles of Accounting – N. Vinayakan
2. Advanced Accounting – Shukla – Grewal
3. Double Entry Bookkeeping – T.S. Grewal

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 COMMUNICATION
 - 1.1 COMMUNICATION DEFINED
 - 1.2 NATURE & IMPORTANCE OF COMMUNICATION
 - 1.3 PURPOSE OF COMMUNICATION IN A BUSINESS ENTERPRISE
- 2 THE COMMUNICATION PROCESS
 - 2.1 THE IMPORTANT "C"S IN COMMUNICATION
 - 2.2 PATTERNS OF COMMUNICATION IN AN ORGANIZATION
 - 2.2 GRAPEVINE - THE INFORMATION COMMUNICATION; ITS EFFECTIVE USAGE
 - 2.3 DIFFERENCE BETWEEN "FACE TO FACE" AND "ORAL" COMMUNICATION

SECTION B

- 3 MANAGEMENT COMMUNICATION
 - 3.1 MEANING; IMPORTANCE
 - 3.2 UPWARD AND DOWNWARD COMMUNICATION
 - 3.3 COMMUNICATION IN SPECIALISED GROUPS
- 4 BARRIERS TO EFFECTIVE COMMUNICATION
 - 4.1 INTRODUCTION; TYPES OF BARRIERS
 - 4.2 EXTERNAL BARRIERS
 - 4.3 ORGANIZATIONAL BARRIERS
 - 4.4 PERSONAL BARRIERS
 - 4.5 STEPS TO MAKE COMMUNICATION EFFECTIVE

SECTION C

- 5 BUSINESS CORRESPONDENCE
 - 5.1 WRITING AN APPLICATION
 - 5.2 WRITING A CURRICULUM VITAE
 - 5.3 WRITING OF LETTERS IN HANDLING HOTEL RESERVATION REQUEST, HANDLING GUEST COMPLAINT
 - 5.4 MEMORANDUMS
 - 5.5 NOTICES
 - 5.6 TENDERS
 - 5.7 QUOTATIONS
 - 5.8 INVOICES

- 6 REPORT WRITING
 - 6.1 BASIC FORMAT OF REPORTS
 - 6.2 EVALUATION & APPRAISAL REPORTS
 - 6.3 REPORTS CONNECTED WITH HOTEL INDUSTRY
 - 6.4 WRITING PROJECT REPORTS

SECTION D

- 7 PRACTICAL COMMUNICATION SKILLS
 - 7.1 GROUP DISCUSSIONS
 - 7.2 QUIZ CONTESTS, ELOCUTIONS, DEBATES, JAM
 - 7.3 MOCK INTERVIEW SESSIONS

- 7 NON-VERBAL COMMUNICATION

- 8 TYPES OF INTERVIEW

- 9 LISTENING SKILLS

- 10 PERSONALITY DEVELOPMENT

Reference :

1. Business Communication – K. K. Sinha.
2. Business Communication – Pal & Korlahalli.
3. Basic Grammar – Wren & Martin

PGDHAH260-1**HUMAN RESOURCE MANAGEMENT
(OPTIONAL PAPER)**

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

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3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 DEFINITION & ROLE OF HUMAN RESOURCE DEVELOPMENT
 - 1.1 ROLE OF HUMAN RESOURCES MANAGER

- 2.0 MANPOWER PLANNING
 - 2.1 DEFINITION
 - 2.2 NEED FOR MANPOWER PLANNING
 - 2.2 ANALYZING & FORECASTING HUMAN RESOURCE DEMAND AND SUPPLY

- 3.0 JOB DESIGN
 - 3.1 JOB ANALYSIS
 - 3.2 JOB DESCRIPTION
 - 3.3 JOB ENLARGEMENT/ROTATION
 - 3.4 JOB ENRICHMENT
 - 6.7 JOB SPECIFICATION

SECTION B

- 4.0 RECRUITMENT AND PLACEMENT
 - 4.1 SOURCES OF RECRUITMENT - INTERNAL ; EXTERNAL
 - 4.2 SELECTION PROCEDURES & TECHNIQUES
 - 4.2.1 APPLICATION
 - 4.2.2 INTERVIEWS-TYPES
 - 4.2.3 TESTS-TYPES
 - 4.2.4 GROUP SELECTION PROCEDURES, REFERENCES
 - 4.3 JOB OFFER
 - 4.4 INDUCTION / ORIENTATION PROGRAMME
 - 4.4.1 GENERAL PROPERTY ORIENTATION; SPECIFIC JOB ORIENTATION
 - 4.5 FOLLOW-UP & EVALUATION

- 5.0 TRAINING
 - 5.1 MEANING & ADVANTAGES
 - 5.2 PURPOSE OF TRAINING
 - 5.3 ANALYSING TRAINING NEEDS
 - 5.4 TYPES & METHODS OF TRAINING : ON-THE-JOB ; OFF-THE-JOB
 - 5.5 AIDS USED WHILE TRAINING
 - 5.6 EVALUATION AND MONITORING OF TRAINING

- 6.0 DEVELOPMENT PROGRAMMES
 - 6.1 FUNCTIONS OF A DEVELOPMENT PROGRAMME IN HR
 - 6.2 CAREER DEVELOPMENT PROGRAMMES IN HOSPITALITY INDUSTRY
 - 6.3 MANAGEMENT DEVELOPMENT PROGRAMMES
 - 6.3.1 MANAGEMENT DEVELOPMENT & ORGANIZATIONAL STRATEGY
 - 6.3.2 ORGANIZING & IMPLEMENTING MANAGEMENT DEVELOPMENT PROGRAMMES
 - 6.3.3 MENTORING

SECTION C

- 7.0 PERFORMANCE APPRAISAL
 - 7.1 DEFINITION & IMPORTANCE
 - 7.2 OBJECTIVES OF PERFORMANCE APPRAISAL
 - 7.3 COMPONENTS OF A PERFORMANCE APPRAISAL SYSTEM
 - 7.4 PERFORMANCE APPRAISAL SYSTEMS
 - 7.4.1 SELF APPRAISAL
 - 7.4.2 PEER EVALUATION
 - 7.4.3 STAFF EVALUATION
 - 7.4.4 360 DEGREE APPRAISALS

- 8.0 COMPENSATION
 - 8.1 CONSIDERATIONS IN DEVELOPING A COMPENSATION PLAN
 - 8.2 JOB EVALUATION
 - 8.3 ESTABLISHING PAY STRUCTURES
 - 8.4 EFFECTS OF COLLECTIVE BARGAINING

SECTION D

- 9.0 INCENTIVES AND BENEFITS
 - 9.1 ADVANTAGES OF INCENTIVE PROGRAMMES
 - 9.2 INDIVIDUAL INCENTIVES - COMMISSIONS; BONUS; PAY-FOR-KNOWLEDGE; MERIT PAY
 - 9.3 GROUP INCENTIVE PROGRAMMES - COST-SAVING PLANS; PROFIT-SHARING PLANS; ESOP
 - 9.4 ROLE OF EMPLOYEE BENEFITS
 - 9.4.1 MANDATORY BENEFITS
 - 9.4.2 VOLUNTARY BENEFITS
 - 9.4.3 PENSION & RETIREMENT BENEFITS
 - 9.4.4 OTHER BENEFITS

- 10.0 LABOUR RELATIONS IN THE HOSPITALITY INDUSTRY

- 10.1 TRADE UNIONISM-DEFINITION
- 10.2 ROLE OF TRADE UNION IN THE INDIAN SCENARIO
- 10.3 COLLECTIVE BARGAINING
- 10.4 CONCEPT OF COLLECTIVE BARGAINING & BARRIERS
- 10.5 GRIEVANCE HANDLING-PROCEDURE
- 12.3 EMPLOYEE PARTICIPATION IN MANAGEMENT IN RELATION TO GOOD INDUSTRIAL RELATIONS
- 10.7 LABOUR WELFARE MEASURES
- 12.4 DISCIPLINARY PROCEDURES

Reference :

HUMAN RESOURCE MANAGEMENT – Dr. Jagmohan Negi

**PGDHAH260-2 HOSPITALITY SALES & MARKETING
(OPTIONAL PAPER)**

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1.0 INTRODUCTION TO MARKETING
 - 1.1 THE EVOLUTION OF MARKETING
 - 1.2 MARKETING CONCEPT
 - 1.2 FUNCTIONS OF MARKETING
 - 1.3 IMPORTANCE OF MARKETING
 - 1.4 DIFFERENCE BETWEEN MARKETING AND SELLING
 - 1.5 RELATED APPLICATION OF CONCEPT IN HOTEL SERVICE INDUSTRY

- 2.0 THE MARKETING MIX
 - 2.1 INTRODUCTION, MEANING AND ELEMENTS OF MARKETING MIX
 - 2.2 MARKETING MIX AND MARKETING PLANNING & STRATEGIES
 - 2.2 CONTROL OF MARKETING OPERATIONS

- 3.0 MARKETING ENVIRONMENT
 - 3.1 INTRODUCTION TO MARKETING ENVIRONMENT
 - 3.2 TYPES OF ENVIRONMENT

- 3.3 AS BASIS FOR NEEDS AND TREND ANALYSIS AND MARKETING EFFECTIVENESS
- 3.4 SWOT ANALYSIS FOR HOSPITALITY INDUSTRY OF MICRO AND MACRO ENVIRONMENT

SECTION B

- 4.0 MARKET SEGMENTATION
 - 4.1 CONCEPT OF MARKET SEGMENTATION
 - 4.1 BASIS OF MARKET SEGMENTATION
 - 4.2 PROCEDURE AND IMPORTANCE OF MARKET SEGMENTATION

- 5.0 MARKETING RESEARCH
 - 5.1 MARKETING RESEARCH: MEANING & SCOPE
 - 5.2 CONTRIBUTIONS & LIMITATIONS OF MARKETING RESEARCH
 - 5.3 MARKETING RESEARCH PROCEDURE
 - 5.4 TYPES & TECHNIQUES OF MARKETING RESEARCH
 - 5.4 TYPES OF DATA & PROCESS OF DATA COLLECTION
 - 5.5 APPLICATION OF MARKETING RESEARCH

- 6.0 PRODUCT AND PRODUCT STRATEGIES
 - 6.1 DEFINING THE HOSPITALITY PRODUCT
 - 6.2 DIFFERENCE BETWEEN GOODS AND SERVICES PRODUCT
 - 6.3 PRODUCT LEVELS - GENERIC, EXPECTED, AUGMENTED, POTENTIAL
 - 6.4 PRODUCT MIX IN HOSPITALITY BUSINESS
 - 6.5 PRODUCT PLANNING & PROCESS
 - 6.6 PRODUCT LIFE CYCLE STRATEGIES
 - 6.7 PRODUCT POSITIONING
 - 6.8 DIVERSIFICATION
 - 6.9 PRODUCT-LINE SIMPLIFICATION
 - 6.10 BRANDING
 - 6.11 PACKAGING

SECTION C

- 7.0 PRICING
 - 7.1 MEANING & ROLE OF PRICING
 - 7.2 FACTORS GOVERNING PRICING
 - 7.3 PRICING STRATEGIES
 - 10.1 CONSUMER REACTION TO PRICING

- 8.0 PERSONAL SALES
 - 8.1 PERSONAL SELLING: MEANING & IMPORTANCE
 - 8.2 SELLING BY TELEPHONE
 - 8.3 PREPARING FOR THE SALES CALL
 - 8.4 THE SALES CALL
 - 8.5 IMPROVING SALES PRODUCTIVITY

- 9.0 PROMOTION
 - 9.1 MEANING OF PROMOTION
 - 9.2 TYPES OF PROMOTION
 - 9.3 PROMOTION TECHNIQUES

- 10 ADVERTISING AND MEDIA SELECTION
 - 10.1 MEANING & ROLE OF ADVERTISING
 - 10.2 IMPORTANCE OF ADVERTISEMENT
 - 10.3 TYPES OF MEDIA AND SELECTION
 - 10.4 OBJECTIVES AND FUNCTIONS OF ADVERTISING
 - 10.5 MANAGEMENT OF ADVERTISING

- 10 PUBLIC RELATIONS
 - 11.1 MEANING, OBJECTIVE AND ROLE OF PUBLIC RELATION

SECTION D

- 12.0 CHANNELS OF DISTRIBUTION
 - 12.1 MEANING & ROLE OF DISTRIBUTION CHANNELS
 - 12.2 FACTORS GOVERNING CHOICE OF CHANNEL(S) & INTERMEDIARIES
 - 12.3 DISTRIBUTION CHANNEL POLICIES & STRATEGIES
 - 12.4 ROLE & RELEVANCE OF PHYSICAL DISTRIBUTION

- 13.0 MARKETING THE TOURISM & HOSPITALITY PRODUCT
 - 13.1 THE TOURISM DESTINATION
 - 13.2 INVESTMENT IN TOURIST ATTRACTIONS
 - 13.3 IDENTIFYING TARGET MARKETS
 - 13.4 CLASIFICATION OF VISITOR SEGMENTS
 - 13.5 MONITORING THE TOURIST MARKETS
 - 13.6 ORGANIZING AND MANAGING TOURISM MARKETING
 - 13.7 MARKETING TO BUSINESS AND LEISURE TRAVELLERS
 - 13.8 MARKETING TO TRAVEL AGENTS
 - 13.9 MARKETING TO MEETING PLANNERS
 - 13.10 MARKETING RESTAURANTS

- 14.0 SERVICE MARKETING FOR HOSPITALITY INDUSTRY

Reference

1. Marketing Management – Philip Kotler
2. Marketing Management – Ramaswamy
3. Hospitality Sales & Marketing – Jagmohan Negi

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 INTRODUCTION
 - 1.1 DEFINITION OF MANAGEMENT: ITS NATURE AND PURPOSE
 - 1.2 MANAGEMENT – ART, SCIENCE, PROFESSION
 - 1.3 LEVELS OF MANAGEMENT
 - 1.4 THEORIES OG MANAGEMENT
 - 1.4.1 TRADITIONAL
 - 1.4.2 SCIENTIFIC
 - 1.4.3 BEHAVIOURAL
- 2 ROLE OF MANAGER
 - 2.1 PROFESSIONAL MANAGER AND HIS TASKS
 - 2.2 MANAGERIAL SKILLS – TECHNICAL; HUMAN; CONCEPTUAL; DESIGN
 - 2.3 MANAGERIAL ROLES
- 3 PLANNING
 - 3.1 PLANNING – DEFINITION; MEANING; IMPORTANCE; ADVANTAGES & LIMITATIONS
 - 3.2 PLANNING PROCESS (STEPS IN PLANNING)
 - 3.3 TYPES AND LEVELS OF PLANS – MISSION – OBJECTIVES – GOALS – POLICIES – STRATEGIES – PLANNING PREMISES
 - 3.4 DECISION MAKING

SECTION B

- 4 ORGANISING
 - 4.1 ORGANIZING AND ORGANIZATION STRUCTURE
 - 4.2 ORGANIZATION CHART
 - 4.3 PRINCIPLES OF ORGANIZATION
 - 4.4 DEPARTMENTATION
 - 4.5 UNITY AND COMMAND
 - 4.6 SPAN OF CONTROL
 - 4.7 CENTRALIZATION AND DECENTRALIZATION

- 4.8 AUTHORITY AND RESPONSIBILITY
- 4.9 DELEGATION OF AUTHORITY

5 STAFFING

- 5.1 DEFINITION OF STAFFING; IMPORTANCE AND NEED
- 5.1 MANPOWER PLANNING - JOB ANALYSIS; JOB DESCRIPTION; JOB SPECIFICATION
- 5.3 RECRUITMENT: SOURCES OF RECRUITMENT
- 5.4 SELECTION PROCESS: STEPS IN SELECTION PROCESS & METHODS
- 5.5 TRAINING: IDENTIFYING TRAINING NEEDS
- 5.6 TRAINING PROGRAMS – INDUCTION OR ORIENTATION, ON-THE-JOB TRAINING, REFRESHER TRAINING, CORRECTIVE TRAINING

SECTION C

6 MOTIVATION & LEADERSHIP

- 6.1 BASIC CONCEPTS AND DEFINITION
- 6.2 THEORIES OF MOTIVATION
- 6.3 HIERARCHY OF NEEDS – MASLOW’S THEORY
- 6.4 THEORY X AND Y – MCGREGOR’S THEORY
- 6.5 INGREDIENTS OF LEADERSHIP - QUALITIES
- 6.6 DIFFERENCE BETWEEN A LEADER AND A MANAGER

7 CONTROLLING

- 7.1 BASIC CONCEPTS – DEFINITION
- 7.2 STEPS IN CONTROLLING
- 7.3 ESSENTIALS OF EFFECTIVE CONTROL SYSTEMS
- 10.2 CONTROL TECHNIQUES : BUDGET & BUDGETARY CONTROL; TYPES OF BUDGETS

SECTION D

8 COMMUNICATION

- 8.1 IMPORTANCE - MESSAGE COMPONENTS
- 8.2 COMMUNICATION AND INFORMATION
- 8.3 CONFLICT AND ITS RESOLUTION
- 8.4 COMMUNICATION AND EMPATHY
- 8.5 COMMUNICATION PROCESS
- 8.6 AIDS AND BARRIERS TO COMMUNICATION
- 8.7 VERBAL AND NON-VERBAL COMMUNICATION
- 8.8 LISTENING

9 SOCIAL RESPONSIBILITIES OF BUSINESS

- 9.1 MEANING OF SOCIAL RESPONSIBILITY
- 9.2 SOCIAL RESPONSIBILITIES OF BUSINESS TOWARDS DIFFERENT GROUPS
- 9.3 MANAGERIAL ETHICS AND ORGANIZATION CULTURE

Reference :

1. Principles of Management – L.M.Prasad.
2. Marketing Management – Phillip Kotler.
3. Business Organisation – Sherlekar.
4. Marketing Management – Ramaswamy.
5. Personnel Management – C.B.Mamoria

PGDHAH260-4 ENVIRONMENTAL ISSUES IN THE HOSPITALITY INDUSTRY

(OPTIONAL PAPER)

Maximum Time	: 3 Hrs.	University Examination	: 70 Marks
Total Marks	: 100	Continuous Internal Assessment	: 30 Marks
Minimum Pass Marks	: 40%		

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 INTRODUCTION AND DEVELOPMENT OF ENVIRONMENTAL MESSAGE TO
 - 1.1 STAFF - RAISE AWARENESS, BUILD COMMITMENT; PROVIDE SUPPORT; REWARD EFFORTS
 - 1.2 BUSINESS PARTNERS - COORDINATION
 - 1.3 GUESTS - PARTICIPATION
 - 1.4 COMMUNITY - SPONSORSHIP; URBAN BEAUTIFICATION; ALTERNATE ENERGY SOURCES
- 2 WASTE MANAGEMENT
 - 2.1 RECYCLING
 - 2.2 NON-HAZARDOUS ENERGY SEPARATION
- 3 ENERGY AND WASTE CONVERSION
 - 3.1 ENERGY EFFICIENT ACTION PLAN
 - 3.2 ASESSING CURRENT PERFORMANCE
 - 3.3 ENERGY CONSERVATION MEASURES
 - 3.4 MAKING DECISIONS ABOUT INVESTMENTS
 - 3.5 EVALUATION OF NEW TECHNOLOGY

SECTION B

- 4 WATER
 - 4.1 WATER AND THE ENVIRONMENT
 - 4.2 IMPROVING WATER QUALITY
- 5 PRODUCT PURCHASE
 - 5.1 PRINCIPLES OF RESPONSIBLE PURCHASING
 - 5.2 IMPLEMENTATION OF ECO-FRIENDLY PURCHASING
 - 5.3 PRODUCTS : RECYCLED PAPER; FUTURE PRODUCTS

SECTION C

- 6 INDOOR AIR QUALITY
 - 6.1 POTENTIAL SOURCES OF AIR POLLUTION
 - 6.2 IMPROVING INDOOR AIR QUALITY
 - 6.3 COSTS

- 7 EXTERNAL AIR EMISSIONS
 - 7.1 SOURCES AND THEIR EFFECTS
 - 7.2 HOTELS AND AIR POLLUTION
 - 7.2.1 NOISE
 - 7.2.2 HAZARDOUS MATERIALS

SECTION D

- 8 ECOTELS
 - 8.1 CONCEPT OF ECOTELS
 - 8.2 ECOTEL CERTIFICATION

- 9 BUILDINGS OF THE FUTURE
 - 9.1 BUILDING MATERIALS
 - 9.2 PAINTS
 - 9.3 CURRENT TECHNOLOGY

- 7.0 THE ENVIRONMENT AUDIT
 - 7.1 INTRODUCTION
 - 7.2 CONDUCTING AN ENVIRONMENTAL AUDIT
 - 7.3 IMPLEMENTING THE ENVIRONMENTAL AUDIT

THIRD SEMESTER

PGDHAH310P INDUSTRIAL TRAINING **(Training Report + Log Book & Certificate from Hotel + Viva & Presentation)**

University Examination : 300 Marks
Minimum Pass Marks : 40%

INDUSTRIAL TRAINING (IT)

Coverage of all major and minor departments of a full service hotel. (Can be substituted with operational training in reputed Fast Food operations, Airlines, Resorts, and similar industry in accordance with course curriculum).

Documents to be submitted after successful completion of IT:

- Training Report
- Training Log Book
- Training Certificate from the concerned Hotel Authority

MAXIMUM MARKS: 300

- Industrial Training Report (100)
- Industrial Training Log Book & Certificate (100)
- Industrial Training Report Presentation & Viva (100)
 1. Use of Slides, Multimedia and other presentation aids (50)
 2. Handling of spot queries/questions from the audience (50)Vive-voce on the presentation, conducted by Examiner.

PGDHAH320 HOTEL LAW

Maximum Time : 3 Hrs. University Examination : 70 Marks
Total Marks : 100 Continuous Internal Assessment : 30 Marks
Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 INTRODUCTION
 - 1.1 LAW & SOCIETY
 - 1.2 SOURCES OF INDIAN LAW

- 1.3 CLASSIFICATION OF LAW
- 1.4 LIST OF LICENSES & PERMITS REQUIRED TO OPERATE HOTELS, RESTAURANTS & OTHER CATERING ESTABLISHMENTS
- 1.5 PROCEDURE OF PROCUREMENT, RENEWAL, SUSPENSION & TERMINATION OF LICENSES

2 MERCANTILE LAW

- 2.1 LIST OF VARIOUS ACTS
- 2.2 INDIAN CONTRACT ACT 1872
 - 2.2.1 DEFINITION OF CONTRACT
 - 2.2.2 KINDS OF CONTRACT
 - 2.3.3 THE AGREEMENT, OFFER, ACCEPTANCE, CONSIDERATION, ACCORD AND SATISFACTION
 - 2.3.4 FLAWS, MIS-REPRESENTATION, FRAUD, UNLAWFUL CONTRACTS
 - 2.2.5 DISCHARGE OF CONTRACT
 - 2.2.6 REMIDIES FOR BREACH OF CONTRACT
- 2.3 SALE OF GOODS ACT 1930
 - 2.3.1 CONTRACT OF SALE OF GOODS
 - 2.3.2 FORMATION OF A CONTRACT
 - 2.3.3 PRICE, CONDITION, WARRANTIES, GUARANTEES
 - 2.3.4 DUTIES AND RIGHTS OF SELLERS AND BUYERS
 - 2.3.5 RIGHTS OF UNPAID SELLERS
 - 2.3.6 AUCTION SALES
- 2.4 NEGOTIABLE INSTRUMENTS ACT 1881
 - 2.4.1 OVERVIEW OF THE ACT
 - 2.4.2 CREDIT INSTRUMENTS
 - 2.4.3 CHEQUES
 - 2.4.4 BILLS OF EXCHANGE
 - 2.4.5 PROMISSORY NOTES
 - 2.4.6 IOUS
 - 2.4.7 TRAVELLERS CHEQUES
 - 2.4.8 CREDIT CARDS
 - 2.4.9 DISHONOUR OF CHEQUE AND ITS LIABILITY
- 2.5 CONSUMER PROTECTION ACT, 1986
 - 2.5.1 OVERVIEW OF THE ACT
 - 2.5.2 CONSUMER PROTECTION COUNCILS
 - 2.5.3 CONSUMER DISPUTES REDRESSAL AGENCIES
 - 2.5.4 DEFINITION OF CONSUMERS, THEIR RIGHTS, PROCEDURES FOR REDRESSAL
- 2.6 ENVIRONMENT PROTECTION ACT 1986
 - 2.6.1 OVERVIEW OF THE ACT
 - 2.6.2 LAW RELATING TO ENVIRONMENT PROTECTION
 - 2.6.3 ENVIRONMENT CLEARANCE PROCEDURE

SECTION B

3 INDUSTRIAL LAW

- 3.1 LIST OF VARIOUS ACTS DEALING WITH INDUSTRIAL LAW
- 3.2 SHOPS & ESTABLISHMENT ACT DEALING WITH HOTELS & CATERING ESTABLISHMENTS
- 3.3 FACTORIES ACT 1948
- 3.4 INDUSTRIAL DISPUTE ACT 1947
- 3.5 PAYMENT OF WAGES ACT 1936

- 3.6 MINIMUM WAGES ACT 1948
- 3.7 PROVIDENT FUND ACT 1952
- 3.8 GRATUITY ACT 1972
- 3.9 BONUS ACT 1965
- 3.10 TRADE UNION ACT 1926
- 3.11 DISCIPLINARY ACTION PROCEDURE

SECTION C

- 4 HOTEL & LODGING RATES CONTROL
 - 4.1 FAIR RATE
 - 4.2 TENANT & TENEMENT
 - 4.3 APPOINTMENT OF CONTROLLER FOR HOTEL & LODGING HOUSES
 - 4.4 FIXATION OF FAIR RATES ; REVISION
 - 4.5 NO EVICTION TO BE MADE IF FAIR RATE PAID WITHIN CONTRACT PERIOD
 - 4.6 WHEN MANAGER OF HOTEL OR OWNER OF LODGING HOUSE MAY RECOVER POSSESSION
 - 4.7 PENALTIES FOR DEFAULT
 - 4.7 INN KEEPER'S LIEN

SECTION D

- 5 FOOD LEGISLATION
 - 5.1 SHORT TITLE; EXTENT & COMMENCEMENT; DEFINITIONS
 - 5.2 CENTRAL COMMITTEE FOR FOOD STANDARDS

 - 5.3 CENTRAL FOOD LABORATORY
 - 24.10 FOOD INSPECTORS & THEIR POWERS & DUTIES; PROCEDURES TO BE FOLLOWED
 - 5.5 FOOD ANALYSIS BY PURCHASER
 - 5.6 REPORT OF PUBLIC ANALYST

Reference :

Hospitality Law – Dr. Jagmohan Negi

PGDHAH330

NUTRITION & FOOD HYGIENE

Maximum Time : 3 Hrs.

University Examination : 70 Marks

Total Marks : 100

Continuous Internal Assessment : 30 Marks

Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

NUTRITION

1.0 INTRODUCTION

- 1.1 DEFINITION & IMPORTANCE OF NUTRITION
- 1.2 FUNCTION OF FOOD
- 1.3 CLASSIFICATION OF NUTRIENTS & FOOD

2.0 FATS

- 2.1 FUNCTIONS OF FAT & ESSENTIAL FATTY ACID
- 2.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 2.4 FOOD SOURCES

3.0 PROTEINS

- 3.1 FUNCTIONS
- 6.8 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 6.9 FOOD SOURCES

4.0 CARBOHYDRATES

- 4.1 FUNCTIONS
- 4.2 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 4.3 FOOD SOURCES

5.0 VITAMINS

- 5.1 CLASSIFICATION
- 5.2 FUNCTIONS
- 5.3 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
- 5.4 FOOD SOURCES

SECTION B

- 6.0 MINERAL ELEMENTS
 - 6.1 CLASSIFICATION
 - 6.3 FUNCTIONS
 - 6.4 DAILY REQUIREMENTS, EXCESS & DEFICIENCY
 - 6.5 FOOD SOURCES

- 7.0 WATER
 - 10.3 IMPORTANCE
 - 10.4 WATER BALANCE
 - 10.5 DEFICIENCY & ORAL REHYDRATION

- 8.0 ENERGY REQUIREMENTS FOR HUMAN BODY
 - 8.1 CALORIE-DEFINITION
 - 8.2 ENERGY REQUIREMENTS-FACTORS AFFECTING IT
 - 8.3 ENERGY REQUIREMENTS FOR VARIOUS AGE GROUPS

- 9.0 NUTRITIONAL DISORDERS & DEFICIENCIES
 - 9.1 OVER-WEIGHT & OBESITY-ILL-EFFECT
 - 9.2 UNDERNUTRITION-VARIOUS DISEASES

- 10.0 BALANCED DIET
 - 10.1 MEANING & IMPORTANCE OF BALANCED DIET / MENU PLANNING
 - 10.2 FOUR FOOD GROUPS PLANS AS THE BASIS
 - 10.3 FACTORS EFFECTING MENU PLANNING
 - 10.4 DAILY REQUIREMENTS- RECOMMENDED FOOD TABLE FOR SCHOOL CHILDREN, ADOLESCENTS & ADULT MAN & WOMAN TO FORM A BASIS FOR MEAL PLANNING

SECTION C

FOOD HYGIENE

- 1.0 INTRODUCTION
 - 1.1 MEANING, & DEFINITION OF HYGIENE & SANITATION
 - 1.2 IMPORTANCE OF HYGIENE AND SANITATION IN THE CATERING INDUSTRY

- 2.0 FOOD CONTAMINATION AND SPOILAGE
 - 2.1 SOURCES OF CONTAMINATION
 - 2.2 CONDITIONS THAT LEAD TO FOOD SPOILAGE
 - 2.3 SIGNS OF SPOILAGE IN FRESH, DRY AND PRESERVED FOODS

- 3.0 FOOD STORAGE
 - 3.1 GENERAL GUIDELINES FOR FOOD STORAGE
 - 3.2 STORAGE OF SPECIFIC FOODS - MEAT; POULTRY; EGGS; SEAFOOD; DAIRY PRODUCTS; VEGETABLES
 - 3.3 STORAGE OF FOOD AT HIGH TEMPERATURES
 - 3.4 COLD STORAGE OF FOOD.

- 4.0 SANITARY PROCEDURES WHILE PREPARING, SERVING & DISPLAYING FOOD

- 4.1 BASIC RULES TO BE OBSERVED DURING FOOD PREPARATION
- 4.2 BASIC RULES TO BE OBSERVED DURING FOOD SERVICE
- 4.3 PROTECTIVE DISPLAY OF FOOD
- 4.4 RULES TO BE OBSERVED WHILE HANDLING FOOD IN:
 - 4.4.1 MOBILE FOOD UNITS
 - 4.4.2 OUTDOOR CATERING
 - 4.4.3 STREET - SIDE CATERING UNITS

- 5.0 PERSONAL HYGIENE
 - 5.1 NECESSITY FOR PERSONAL HYGIENE
 - 5.2 GUIDELINES FOR PERSONAL HYGIENE
 - 5.3 SANITARY PRACTICES
 - 5.4 DOS AND DON'TS WHILE HANDLING FOOD

- SECTION D**

- 6.0 CLEANING PROCEDURES FOR HOSPITALITY PREMISES & EQUIPMENT
 - 6.1 CLEANING AND SANITISING
 - 6.2 GENERAL GUIDELINES FOR CLEANING EQUIPMENT
 - 6.3 DEVELOPMENT AND IMPLEMENTATION OF EFFICIENT CLEANING PROGRAMMES
 - 6.4 CLEANING PROCEDURES IN FOOD PREPARATION & SERVICE AREAS
 - 6.5 CLEANING OF PREMISES AND SURROUNDINGS

- 7.0 WATER SUPPLY
 - 7.1 RESOURCES OF WATER
 - 7.2 CONTAMINATION OF WATER
 - 7.3 HAZARDS OF WATER POLLUTION
 - 7.4 WATER QUALITY STANDARDS
 - 7.5 PURIFICATION OF WATER
 - 7.6 CONTAMINATION OF WATER SUPPLY
 - 7.7 WATER MANAGEMENT
 - 7.8 RECYCLING OF WATER

- 8.0 WASTE DISPOSAL
 - 8.1 SOLID WASTES AND THEIR DISPOSAL
 - 8.2 LIQUID WASTES (SEWAGE) AND THEIR DISPOSAL
 - 8.3 GASEOUS WASTES AND THEIR DISPOSAL

- 9.0 ENVIRONMENTAL POLLUTION
 - 9.1 DEFINITION OF POLLUTION AND POLLUTANTS
 - 9.2 AIR POLLUTION
 - 9.2 WATER POLLUTION
 - 9.3 NOISE POLLUTION
 - 9.4 MEASURES TO CHECK POLLUTION (POLLUTION CONTROL)
 - 9.5 REGULATION FOR POLLUTION IN INDIA

- 10.0 MANAGEMENT AND SANITATION
 - 10.1 SANITATION TRAINING AND EDUCATION
 - 10.2 STEPS IN PLANNING AND IMPLEMENTING A TRAINING PROGRAMME

10.3 HAZARD ANALYSIS & CRITICAL CONTROL POINT (HACCP)

11.0 SANITATION REGULATIONS AND STANDARDS

11.1 REGULATORY AGENCIES IN INDIA

11.2 CONTROL OF FOOD QUALITY

11.3 LOCAL HEALTH AUTHORITY

Reference : Hygiene & Sanitation - Hodder

PGDHAH340 TOURISM MANAGEMENT

Maximum Time : 3 Hrs. University Examination : 70 Marks

Total Marks : 100 Continuous Internal Assessment : 30 Marks

Minimum Pass Marks : 40%

A) Instructions for paper-setter

1. The question paper will consist four sections namely A, B, C and D.
2. Sections A, B and C will have two questions from the respective sections of the syllabus and will carry 15% marks each. Candidates have to attempt at least one question compulsorily from each section.
3. Section D will comprise of 10-15 short answers type questions, which will cover the entire syllabus and will carry 40% of the total marks.

B) Instructions for candidates

1. Candidates are required to attempt one question each from sections A, B and C of the question paper and the entire section D.
2. Use of non-programmable scientific calculator is allowed.

SECTION A

- 1 INTRODUCTION TO TOURISM
 - 1.1 ORIGIN, GROWTH & DEVELOPMENT OF TOURISM
 - 1.2 EARLY HISTORY
 - 1.3 DEVELOPMENT OF TOURISM
 - 1.4 FORMS & TYPES OF TOURISM
 - 1.5 CLASSIFICATION OF TOURISM ACCOMMODATION & CONSUMER GROUPS
 - 1.6 GEOGRAPHICAL RESOURCES FOR TOURISM
 - 1.7 TOURISM POTENTIAL
 - 1.8 VARIOUS TOURIST ATTRACTIONS OF INDIA
- 2 TRAVEL & TOURISM STATISTICS
 - 2.1 MEASUREMENT OF TOURISM
 - 2.2 CATEGORIES OF TOURIST STATISTICS
 - 2.5 METHODS OF MEASUREMENT; PROBLEMS

SECTION B

- 3 THE ORGANIZATION OF TOURISM
 - 3.1 NEED FOR ORGANIZATION
 - 3.2 FACTORS INFLUENCING TYPE OF ORGANIZATION
 - 3.3 TOURISM ORGANIZATION IN INDIA

- 3.4 TRAVEL AGENCY & TOUR OPERATIONS
- 4 TOURISM PLANNING & DEVELOPMENT
 - 4.1 PLANNING FOR TOURISM; COORDINATION
 - 4.2 TOURIST DEMAND & SUPPLY
 - 4.3 ENVIRONMENTAL PLANNING
 - 4.4 CARRYING CAPACITY
- SECTION C**
- 5 MARKETING CONCEPTS AND STRATEGIES IN TOURISM
 - 5.1 MARKETING IN TRAVEL & TOURISM ; SPECIAL FEATURES
 - 5.2 THE TOURIST PRODUCT
 - 5.3 MARKET RESEARCH
 - 5.4 MARKET SEGMENTATION
 - 5.5 TOURIST MARKETING MIX
 - 5.6 TOURIST PUBLICITY - METHODS; BRAND CONCEPT; MEDIA
- 6 INFORMATION TECHNOLOGY IN TOURISM
 - 6.1 MODERN MEDIA TECHNIQUES
 - 6.2 NETWORKING
 - 6.3 INTERNET & TOURISM INDUSTRY
 - 6.4 COMPUTERS IN AIR CARGO, AIRLINES, HOTELS, RAILWAYS & CRS
- 7 INTERNATIONAL TOURISM ORGANIZATIONS
 - 7.1 WTO; PATA; IATA; ICAO; OECD; IOTO

SECTION D

- 8 TOURIST TRANSPORT & THEIR ROLE IN GROWTH OF TOURISM
 - 8.1 MODES OF TRANSPORT - ROAD, AIR, RAIL, SEA
 - 8.2 TECHNOLOGICAL ADVANCES
- 9 ECONOMIC DIMENSIONS OF TOURISM
 - 9.1 ECONOMIC BENEFITS
 - 9.2 TOURISM MULTIPLIER
 - 9.3 INFRASTRUCTURAL & REGIONAL DEVELOPMENT
 - 9.4 EMPLOYMENT GENERATION & EMPLOYMENT MULTIPLIER
 - 9.5 INTERNATIONAL UNDERSTANDING & MANILA DECLARATION
 - 9.6 SOCIO - ECONOMIC SIGNIFICANCE OF TOURISM
- 10 VARIOUS TOURIST ATTRACTIONS OF INDIA

Reference :

- 1) Profile of Indian Tourism – Shalini Singh
- 2) Tourism Today – Ratandeep Singh
- 3) Tourism Principles and Practices – A.K.Bhatia
- 4) Tourism and Cultural Heritage of India – Ram Acharya