

Professional Diploma in Hotel Management

COURSE DISCRIPTION:

This course provides instructions to the students in hotel operations, food and beverage management and hospitality administration. Through the use of lecture, fieldwork, case studies and practical applications students will gain insight into management and operations in the dynamic field. This course also helps students to gain experience in accounting, cost control, marketing and business communications.

MISSION AND VISION:

The mission is to equip students with the essential hotel management skills, to work efficiently & effectively in the hospitality industry as skilled hotel managers & skilled kitchen assistants & servers.

The vision is to prepare hotel management artisans with the procurement, preparation , presentation of good food & proper management.

DIPLOMA-STUDENT LEARNING OUTCOMES:

This curriculum is design to provide students with the basic skills and knowledge they need to succeed in a field of Hospitality industry. The primary focus of the diploma is on Hotel Management development with additional coursework in basic Hotel management. So, the graduates will have a well-rounded understanding of the industry that will increase their employability.

Upon successful completion of the professional Diploma in Hotel Management with a concentration, the student will be able to:

- ❖ Demonstrate the knowledge and skills of basic hospitality, food service management principles.
- ❖ Identify and analyze food and beverage products, including product identification and specifications.
- ❖ Demonstrate the ability to accurately produce a food production plan, prepare food items, garnish and display items for small and large volume food production.
- ❖ Design and analyze menus for foodservice operations.
- ❖ Prepare and present food in a professional manner
- ❖ Demonstrate the knowledge of front office operation of the major types of lodging properties.

COURSE STRUCTURE:

S. No.	Unit Description	Code	Status
1	Introduction to Hospitality & Tourism Management	DHM 1113	Th
2	Housekeeping Operation	DHM 1123	Th+Pr
3	Front Office Operation	DHM 1133	Th+Pr
4	Food & Beverage service skills	DHM 1143	Th+Pr
5	Hospitality English I	DHM 1153	Th
6	Food Production Operation	DHM 1163	Th +Pr

Introduction to Hospitality Management

NO.	ITEMS	DESCRIPTIONS		
1.	Unit Description	Introduction to Hospitality & Tourism Management (DHM 1113)		
2.	Course Objective	To present hospitality as a single interrelating industry all over the world.		
3.	Course Learning Outcomes	After finish this module, student should be able to : <ul style="list-style-type: none"> • To present hospitality as a single interrelated industry • To emphasize problem-solving tools and industry-wide trends 		
4.	Course Description/Synopsis	Encompassing everything from students' concerns about their role in the industry and operational issues to the function of management		
5.	Transferable Skills	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT
		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation - Rubric
		Communication	Written and verbal communication skills	Written assignment and presentation
6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial		
7.	Assessment Method and Types	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	
		Midterms - Examination	20%	
		Coursework-Two Assignments/Practical Exam	20%	
		Final Examination		
		<u>50% Total</u>	<u>100%</u>	
8.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.		
9.	References	<ul style="list-style-type: none"> • Clayton, W. B & Powers, T.(2012), Introduction To Hospitality Industry, 10th, John Wiley & Sons, 978-0-471-78276-2 • John F. W.(2006).Introduction To Hospitality, 4th, Pearson Education / Prentice Hall0-13-119101-2 		

10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	The hospitality industry. <ul style="list-style-type: none"> • What is hospitality management? • Hospitality Industry • Nature of Hospitality • The manager's role in the hospitality industry • Why study hospitality management diploma 	7	2		7
2	<ul style="list-style-type: none"> • Planning a career • Employment as an important part of your education • Getting a job 	4	2		6
	<ul style="list-style-type: none"> • Employment at graduation 	2	2		4
3	Definition of Tourism <ul style="list-style-type: none"> • Components of Tourism • Evolution and Development of Tourism • Types of Tourism • Important of Tourism • Impact of Tourism 	10	1		4
4	Meaning of Visitors, Tourists and Excursionists <ul style="list-style-type: none"> • Concepts and meaning of visitors • Concepts and meaning of tourist • Excursionist • Tourist and Types • Why do People Travel • Types of travelers 	10	2		6
5	Lodging: meeting guest needs <ul style="list-style-type: none"> • The evolution of lodging Classifications of hotel properties Guest Rooms	5	2		5

	<ul style="list-style-type: none"> • Types of rooms • Placement of guest supplies and amenities 				
6	<ul style="list-style-type: none"> • Guest room status 	3	2		5
	Hotel and lodging operations				
7	<ul style="list-style-type: none"> • Major functional departments • Operational Departments 	10	2		7
	Total	51			

NO.	ITEMS	DESCRIPTIONS		
1.	Unit Description	Housekeeping Operation (DHM 1123)		
2.	Course Objective	To provide students in the fundamentals of room division and housekeeping department.		
3.	Course Learning Outcomes	<p>After finish this module, students should be able to :</p> <ul style="list-style-type: none"> • Describe the role of the housekeeping department in hotel operations • Explain the importance of effective communication between housekeeping, the front office, and the engineering and maintenance. • Identify typical cleaning responsibilities of the housekeeping department • Explain how area inventory lists, frequency schedules, performance standards, and productivity standards are used to plan and organize the housekeeping department. 		
4.	Course Description/Synopsis	Housekeeping Management course presents a systematic approach to managing housekeeping operations and provides a thorough overview, from the big picture of maintaining a quality staff, planning, and organizing, to the technical details of cleaning each area of a hospitality facility.		
5.	Transferable Skills	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT
		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation – Rubric
		Communication	Written and verbal communication skills	Written assignment and presentation
6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial		
7.	Assessment Method and Types	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	
		Midterms - Examination	20%	
		Coursework-Two Assignments/Practical Exam	20%	
		Final Examination	50%	
		<u>Total</u>	<u>100%</u>	

8.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.
9.	References	<ul style="list-style-type: none"> • Raghubalan, G. &Raghubalan, (2009), <i>Hotel Housekeeping Operations and Management</i> (2nd Ed), Oxford University Press, India. • Thomas J. A. 2007, <i>Professional Management of Housekeeping Operations</i> 5 edition, Jones Wiley 0471268941 • Andrew, S. (2010),<i>Hotel Housekeeping Management and operations</i>

10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	Managing Housekeeping Personnel <ul style="list-style-type: none"> • Meaning of Housekeeping • The role of housekeeping • The importance and the functions of the housekeeping department • The layout of the housekeeping department • Organizational chart o housekeeping department (Large/Medium/Small) • Co-ordination with other departments 	6	1		7
2	Duties and responsibilities of the housekeeping personnel <ul style="list-style-type: none"> • Duties and responsibilities of the housekeeping personnel • Attributes of the housekeeping personnel • Job Description and job specifications 	4	1		5
3	Guest Rooms <ul style="list-style-type: none"> • Types of rooms • Placement of guest supplies and amenities • Guest room status • Guest floor rules 	4	1		5
4	Housekeeping Control Desk <ul style="list-style-type: none"> • Role of Control desk • Co-ordination with other departments 	6	2		8

	<ul style="list-style-type: none"> • Handling telephone calls • Paging system and methods • Handling room transfers • Form, formats, records and register 				
5	Cleaning , Equipments and Cleaning Agents <ul style="list-style-type: none"> • Introduction and its importance • Concept and principles of cleaning • Types of cleaning process (Daily, Spring cleaning, Occupied room , Vacant rooms, Departure room , Turndown service) • Classification of cleaning agents • Selection use and care of cleaning agents • Type of cleaning equipments used • Storage and selection of cleaning equipments 	7	3		10
6	Cleaning Procedures <ul style="list-style-type: none"> • Room Cleaning procedure • Bed making procedure • Bathroom cleaning • Carpet Cleaning • Floor Cleaning 	4	2		6
7	Linen and Uniform room Management <ul style="list-style-type: none"> • Classification of linen, sizes and selection • Linen , uniform storage and exchange procedure • Par stock of linen, uniform and its control • Linen Purchasing 	3	2		5
8	Cleaning of guest rooms and bath <ul style="list-style-type: none"> • Daily, weekly and spring cleaning • Night service • Check list of standard guest and bathroom supplies • Room occupancy list • Housekeepings report • Handling room transfers • Lost and found • Cleaning of public restaurant. • Food service, areas and employees areas. 	5	2		7
9	Laundry Room Management <ul style="list-style-type: none"> • Planning the laundry (In-house and outsourcing laundry) • Laundry operation process 	5	1		6

	<ul style="list-style-type: none"> • Staffing and laundry room • Pitt scale and its relevance • Stain removal • Valet Service 				
10	Basic Knowledge <ul style="list-style-type: none"> • Maid's trolley and setup • Pest Control • Key and Key control • Lost and found process • Forms and format used • Baby sitting 	6	2		8
11	Practical	6	3	8	17
	Total	56	20	8	84

NO.	ITEMS	DESCRIPTIONS		
1.	Unit Description	Front Office Operation (DHM 1133)		
2.	Course Objective	To have basic understanding in front office operations		
3.	Course Learning Outcomes	After finish this module, students should be able to : <ul style="list-style-type: none"> • Different areas of front office department • Hierarchy and role of the front office personnel 		
4.	Course Description/Synopsis	To have an understanding of front office operations and the duties and responsibilities of the personnel in the department.		
5.	Transferable Skills	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT
		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation - Rubric
		Communication	Written and verbal communication skills	Written assignment and presentation
6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial		
7.	Assessment Method and Types	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	
		Midterms - Examination	20%	
		Coursework-Two Assignments/Practical Exam	20%	
		<u>Final Examination</u>	<u>50%</u>	<u>Total</u> 100%
8.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.		
9.	References	<ul style="list-style-type: none"> • Tiwari, J.R. (2009).<i>Hotel Front office operations and Management</i>(2nd Ed), Oxford University Press, India • Andrews,S. (2007). <i>Front Office Management and Operations</i>. Tata Mac. India. • Bardi,J.A.(2008).<i>Hotel Front Office Management</i>, Kasavana& Brooks Front Office Procedures AHM, 047101396X 		

10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	Hotel Organization <ul style="list-style-type: none"> • Introduction to Front Office • Basic Activities of Front Office • F O Layout & Equipment • Various Sections of Front Office • Organization Structure of Front Office department of a 5 star and 3 star category hotel. • Types of rooms and plan • Coding of rooms 	4	1		5
2	Function of Front Office <ul style="list-style-type: none"> • Front Office Organizational chart • Duties and responsibilities • Inter-departmental coordination • Section of Front Office • Front office terminology 	3	1		4
3	Types of rates and plans <ul style="list-style-type: none"> • Meals plan • Basis of charging • Rate structure & types 	3	1		4
4	Introduction to Guest Cycle Handling <ul style="list-style-type: none"> • Pre-arrival • Arrival (check-in Process) • Occupancy • Departure(Check –out Process) 	3	1		4
5	Lobby and Bell Desk Operations <ul style="list-style-type: none"> • Layout of a lobby • Concept of Uniformed Services & it's function • Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet • Layout & equipment of Bell Desk • Luggage handling Procedure on guest arrival – FIT, VIP, and Group • Luggage handling Procedure on guest Departure – FIT, VIP, and Group • Left Luggage procedure • Scanty Baggage procedure 	5	2		7

FRONT DESK OPERATIONS					
6a.	Information				
	<ul style="list-style-type: none"> • Role Of Information • Handling of mails, registered posts, parcels etc. • Handling of messages. • Handling of guest room keys. • Paging • Providing information to the guest. • Aids used in Information section. 	5	2		7
7	b. Reception/Registration				
	<ul style="list-style-type: none"> • Introduction to reception • Coordination between FO and other departments • Objectives of registration • Legal obligations to registration • Pre-registration • Types of registration methods/records • Arrival/Registration procedure – FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew, Corporate guest and Group guests 	5	2		7
8					
	<ul style="list-style-type: none"> • When guests cannot be accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations. • Types of keys and their control • Room change procedure • Preparation of expected arrival & Departure Reports • Preparation of other documents • Preparation of Guest History Card • Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group • Records and forms used 	5	2		6
9	c. Telephone				
	<ul style="list-style-type: none"> • Role of telephone Department • Staff organization • Telephone equipment • Telephone etiquette • Telephone handling 	6	2		8

	<ul style="list-style-type: none"> • Transferring call • Taking message • Types of calls • Records and forms used • Handling in-coming and in-house call • Handling wake-up call • Handling DND 				
10	Reservation <ul style="list-style-type: none"> • Introduction • Mode of reservation • Source of reservation • Types of reservation 	3	2		5
11	<ul style="list-style-type: none"> • Cancellation and amendment • Process of reservation • Handling different types of reservation • Importance of reservation for the guest and hotel 	3	1		4
12	Uniform Service <ul style="list-style-type: none"> • Bell- Desk procedure (Arrival/Departure) • Left luggage procedure • Return of baggage • Forms and Format 	3	1		4
13	Complaints Handling <ul style="list-style-type: none"> • Types of complaints • Handling guest complaints • Handling lost and found 	3	1		4
14	Practical	5	2	9	17
	Total	56	21	9	86

NO.	ITEMS	DESCRIPTIONS										
1.	Unit Description	Food And Beverage Service Skill (DHM 1143)										
2.	Course Objective	To learn bar operations and control. This course will also cover the Food and Beverage service's sales and marketing and human resource aspects.										
3.	Course Learning Outcomes	After finish this module, students should be able to : <ul style="list-style-type: none"> • To learn bar operations and control • Promotions through sales and marketing in food and beverage service • Human resource for Food and beverage service 										
4.	Course Description/Synopsis	The students will have a good understanding and knowledge about the bar operations and control. Hiring and maintaining staff in food and beverage department and marketing tactics in Food and Beverage Service.										
5.	Transferable Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">SKILLS</th> <th style="width: 33%;">DEVELOPMENT OF THE SKILLS</th> <th style="width: 33%;">SKILLS ASSESSMENT</th> </tr> </thead> <tbody> <tr> <td>Teamwork</td> <td>Collaborative learning in class and teamwork during assignments and tutorial</td> <td>Lecturer's observation – Rubric Peer evaluation - Rubric</td> </tr> <tr> <td>Communication</td> <td>Written and verbal communication skills</td> <td>Written assignment and presentation</td> </tr> </tbody> </table>	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT	Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation - Rubric	Communication	Written and verbal communication skills	Written assignment and presentation	
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		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation - Rubric								
Communication	Written and verbal communication skills	Written assignment and presentation										
6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial										
7.	Assessment Method and Types	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Tutorial/ Quiz-Attendance/ Grooming/ General Conduct</td> <td style="width: 20%; text-align: right;">10%</td> </tr> <tr> <td>Midterms - Examination</td> <td style="text-align: right;">20%</td> </tr> <tr> <td>Coursework-Two Assignments/Practical Exam</td> <td style="text-align: right;">20%</td> </tr> <tr> <td>Final Examination</td> <td style="text-align: right;">50%</td> </tr> <tr> <td colspan="2" style="text-align: center;"><u>Total 100%</u></td> </tr> </table>	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	Midterms - Examination	20%	Coursework-Two Assignments/Practical Exam	20%	Final Examination	50%	<u>Total 100%</u>	
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Final Examination	50%											
<u>Total 100%</u>												
8.	Grading Scale	<p>A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39</p> <p>A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.</p>										

9.	References	Singaravelan, R. (2014), Food and Beverage Service, Oxford University Press, India Food and Beverage Management by Sudhir Andrews
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10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	Food Service Industry <ul style="list-style-type: none"> • Sector of Food service Industry • Types of restaurant and their characteristics • Environmental factors influencing the food service operations • Employment opportunities 	4	1		5
2	Food and Beverage staff of hotel <ul style="list-style-type: none"> • Function of food and beverage department • Organization of the food and beverage department • Intra and Inter Department relationship • Qualities required for food service staff 	4	1		5
3	Food Service Equipment <ul style="list-style-type: none"> • Equipments • Purchase considerations for food service equipment • Storage of service equipment • Sanitation and Safety 	3	2		5
4	Menu <ul style="list-style-type: none"> • Origin of Menu • Menu of International Catering • French Classical Courses • A La Carte Sequence 	4	1		5
5	Menu Planning <ul style="list-style-type: none"> • Points considered while planning the menu • Compiling A La Carte Menu • Compiling continental table d hote menu • Add on Menu • Menu compiling for existing operations • Various types of menus found in hotels 	5	2		7

	<ul style="list-style-type: none"> • Menu as a sales tool 				
6	Beverage Studies Covers and Accompaniments for selected dishes Accompaniments French and Culinary terms	5	1		6
7	Preparing the restaurant before and after service <ul style="list-style-type: none"> • Mise en scene • Mise en place • Points to be observed while lying the cover • Cover lying procedure in a restaurant prior to guests arrival • Cover lying procedure during service • Types of covers • Activities after the service 	5	2		7
8	Service Procedure <ul style="list-style-type: none"> • Rules to be observed while waiting at the table • Service procedure for a' la carte lunch or dinner in a licensed restaurant • Service procedure of table d' hote menu • Do' s and Don'ts of the service • Maintain Hygiene 	4	1		5
9	Breakfast <ul style="list-style-type: none"> • Menu and cover for various breakfast • Service of Breakfast in restaurants • Breakfast service from buffet 	3	1	1	5
10	Brunch and Afternoon Tea <ul style="list-style-type: none"> • Brunch • Afternoon Tea • Reception tea or buffet tea 	2	1		3
11	Room Service <ul style="list-style-type: none"> • Location and equipment required for room service • Room service equipment • Room service procedure • Briefing • In-Room Facilities • Satisfaction of Guests 	3	2		5

12	Order taking and Billing methods <ul style="list-style-type: none"> • Checking systems in food service operations • Method of taking food order • Circumstantial KOTs • Computerized systems • Alcoholic beverage order • Billing • Control Department 	4	2		6
13	Handling Situations <ul style="list-style-type: none"> • Introduction • Dealing with different situation and guests in the dining areas (dish served is spoiled, Dish dropped Accidentally, piece of cutlery is dropped by the guest spillage, Alcohol over consumption) 	4	1		5
14	Handling Situations (cont.) <ul style="list-style-type: none"> • Dealing with different situation and guests in the dining areas (Lost children, unsatisfactory appearance accident, Fire accident, dealing with a suspicious item or package, dealing with a bomb) 	3	1		4
15	Practical <ul style="list-style-type: none"> • Pre Plated Service • Silver Service • Beverage Service • Restaurant designing and decoration 	3	1	6	10
	Total	56	20	7	83

NO.	ITEMS	DESCRIPTIONS		
1.	Unit Description	Hospitality English (DHM 1153)		
2.	Course Objective	Introduce students to research methods and exposed to new vocabulary through course work.		
3.	Course Learning Outcomes	After finish this module, students should be able to : <ul style="list-style-type: none"> • Develop English language skills for working in the hospitality industries. • Improve the use of the English language confidently in term of fluency • Enhance communication skills with potential customers, clients and colleagues in English • Encourage to practical language comprehension for communicating in today's business environments • Describe the language of business in understandable terms 		
4.	Course Description/Synopsis	Material spelling rules, parts of speech, verbs, adverbs, adjectives, uses of nouns and pronouns, tenses of verbs, regular and irregular verbs, prepositions, uses of punctuation division of words, general vocabulary study for business use, and some terms commonly used in business.		
5.	Transferable Skills	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT
		Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation - Rubric
		Communication	Written and verbal communication skills	Written assignment and presentation
6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial		
7.	Assessment Method and Types	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	
		Midterms - Examination	20%	
		Coursework-Two Assignments	20%	
		Final Examination	50%	
		<u>Total 100%</u>		
8.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.		
9.	References	<i>North Star 3 Reading and Writing, (Intermediate level), 3rd Edition. (2004)</i> Barton, Laurie, Sardinas Carolyn D., Pearson Education Press, White Plains NY <i>North Star 3 Listening and Speaking, (Intermediate Level), 2004) 3rd Edition.</i> Schmidt, Jennifer P.L., Solorzano, Helen S, Pearson Education Press, White Plains NY		

10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1	Introduction <ul style="list-style-type: none"> • Pre- test speaking and conversation 	3	1		4
2	Hotel facility and vocabulary1 <ul style="list-style-type: none"> • Front desk and reception <ul style="list-style-type: none"> – 5 interactive dialogs related to checking-in – Oral Dictations and Question Practice with Speech Recognition 	3	2		5
3	Hotel facility and vocabulary 2 <ul style="list-style-type: none"> • Guest Services & Housekeeping <ul style="list-style-type: none"> – 4 interactive dialogs related to basic housekeeping and room service – Oral Dictations and Question Practice with Speech Recognition – Housekeeping vocabulary lesson 	5	2		7
4	Greeting and explaining facilities in hotel <ul style="list-style-type: none"> • Gesture and manner 	2	2		4
5	Telephone Dealing <ul style="list-style-type: none"> • Conversation on phone • Telephone dealing manner • Reservation • 4 interactive dialogs related to telephone services and messages • Oral Dictations and Question Practice with Speech Recognition 	5	2		7
6	Describing travelling information <ul style="list-style-type: none"> • Places • Activities • Cuisine 	3	1		4
7	Problem solving <ul style="list-style-type: none"> • Types of guest complaints • How to deal with guests' complaint 	2	1		3
8	Writing an E-mail in hotel <ul style="list-style-type: none"> • Memo • Reservation letter • Confirmation letter 	3	1		4

9	Restaurant and bar <ul style="list-style-type: none"> • Taking an order • Menu recommendation • Room service • 4 interactive dialogs related to restaurant and bar • Oral Dictations and Question Practice with Speech Recognition 	4	2		6
10	Daily meeting <ul style="list-style-type: none"> • Information update • Issues • Brain storming 	3	1		4
11	Cashier and checking out <ul style="list-style-type: none"> • 4 interactive dialogs related to cashier and checking-out • Oral Dictations and Question Practice with Speech Recognition • The guest's experience: getting ready to leave the hotel • Checking a guest out: A dispute about the bill • The guest's experience: leave the hotel 	5	1		6
12	Checking guests in <ul style="list-style-type: none"> • The guest's experience: arriving at the hotel • Welcoming a guest 1: with a reservation • Welcoming a guest 2: without a reservation • Securing the stay with a credit card • Filling out a registration form • Dealing with a dissatisfied guest • Checking in a large tour group 	5	2		7
13	Guest Relations & Sales <ul style="list-style-type: none"> • 4 interactive dialogs related to sales and advisory tasks • Oral Dictations and Question Practice with Speech Recognition 	3	1		4
14	Concierge service <ul style="list-style-type: none"> • Explaining the details of a hotel tour • Advising guests about nearby nearby restaurants • Booking the hotel for future conferences • Directing guests to facilities near the hotel 	4	1		5
Total		50	20		70

Food Production Operation

NO.	ITEMS	DESCRIPTIONS										
1.	Unit Description	Food Production Operation DHM (1163)										
2.	Course Objective	To learn basics in cookery										
3.	Course Learning Outcomes	After finish this module, students should be able to : <ul style="list-style-type: none"> • Have a theoretical and practical knowledge of kitchen operations • Understand how a kitchen organization work 										
4.	Course Description/Synopsis	To have an understanding of basic kitchen operations and to identify equipments.										
5.	Transferable Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">SKILLS</th> <th style="width: 50%;">DEVELOPMENT OF THE SKILLS</th> <th style="width: 25%;">SKILLS ASSESSMENT</th> </tr> </thead> <tbody> <tr> <td>Teamwork</td> <td>Collaborative learning in class and teamwork during assignments and tutorial</td> <td>Lecturer's observation – Rubric Peer evaluation – Rubric</td> </tr> <tr> <td>Communication</td> <td>Written and verbal communication skills</td> <td>Written assignment and presentation</td> </tr> </tbody> </table>	SKILLS	DEVELOPMENT OF THE SKILLS	SKILLS ASSESSMENT	Teamwork	Collaborative learning in class and teamwork during assignments and tutorial	Lecturer's observation – Rubric Peer evaluation – Rubric	Communication	Written and verbal communication skills	Written assignment and presentation	
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6.	Mode of delivery	Lecture, Collaborative Learning and Tutorial										
7.	Assessment Method and Types	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td>Tutorial/ Quiz-Attendance/ Grooming/ General Conduct</td> <td style="text-align: right;">10%</td> </tr> <tr> <td>Midterms - Examination</td> <td style="text-align: right;">20%</td> </tr> <tr> <td>Coursework-Two Assignments/Practical Exam</td> <td style="text-align: right;">20%</td> </tr> <tr> <td><u>Final Examination</u></td> <td style="text-align: right;"><u>50%</u></td> </tr> <tr> <td style="text-align: right;">Total</td> <td style="text-align: right;"><u>100%</u></td> </tr> </tbody> </table>	Tutorial/ Quiz-Attendance/ Grooming/ General Conduct	10%	Midterms - Examination	20%	Coursework-Two Assignments/Practical Exam	20%	<u>Final Examination</u>	<u>50%</u>	Total	<u>100%</u>
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8.	Grading Scale	A+ (85-100), A (80-84), A- (75-79), B+ (70-74), B (65-69), B-(60-64)C+ (57-59), C (53-56), C- (50-52), D+ (45-49), D (40-44), F < 39 A student is deemed to have passed the module if the cumulative marks of the continuous assessment and the final exam is 50% and above.										
9.	References	Bali,P.S. (2014)Food Production Operations. Second Ed. Oxford university press, India										

10. Course Outline:

Unit	Lesson	Lecture	Tutorial	Practical	ILT
1		2	2		5

	<p>Culinary History:- (Egyptian, Greek, Roman, French) French terminology in Kitchen History of Catering:-Development of the catering industry, various sector of catering industry</p>				
2	<p>Introduction to Cookery</p> <ul style="list-style-type: none"> • Attitude and behavior in the kitchen • Personal Hygiene and food safety • Contamination of food • Personal Hygiene and its importance in the kitchen • Uniform and protective clothing • Identification of knives and how to sharpen them; • Identification of Chopping Board • Setting up of workstation • Safety procedures and handling equipment – ergonomics • Food Storage: FIFO • Temperature Danger Zone • HACCP • Food Poisoning and Precautions of food production 	3	2	1	6
3	<p>Hierarchy of Kitchen Department</p> <ul style="list-style-type: none"> • Classic Kitchen Brigade • Organizational structure of the kitchen • Modern staffing in various category hotels • Duties and responsibilities of various chefs 	3	1		4
4	<p>Layout of Kitchen Department</p> <ul style="list-style-type: none"> • General Kitchen layout • Layout of the commissary • Basic layout of main kitchen • Layout of Butchery • Layout of Grade Manger • Layout of Bakery and confectionery • Layout of western banquet kitchen • Layout of show kitchen • Equipments and fuels used in kitchen 	3	1	2	6
5	<p>Basic Menu planning</p> <ul style="list-style-type: none"> • Menu 	4	2		6

	<ul style="list-style-type: none"> • Functions of the menu • Types of menu • Menu used as control tool • Menu engineering grid • Menu balancing <p>Wine and food pairing</p>				
6	<p>Principles of Vegetable cookery</p> <ul style="list-style-type: none"> • Vegetables • Pigments and color change • Effect of heat on vegetables • Controlling the changes in texture • Controlling changes in flavor • Controlling nutrient loss <p>Cleaning and Cutting of vegetables</p>	3	1	2	6
7	<p>Salads and Dressing</p> <ul style="list-style-type: none"> • Composition of salad • Types of salads • Various types of lettuce used in salads • Salad dressing • Emerging trends in salad making <p>Salient features of preparing good salads</p>	4	2	3	9
8	<p>Classification of fruits and their uses in cooking</p>	3	1		3
9	<p>Stocks</p> <ul style="list-style-type: none"> • Classification of stocks • Stocks and its uses 	3	2		5
10	<p>Soups</p> <ul style="list-style-type: none"> • Classification of Soups • Making of good soup • Modern trends of presenting soups 	3	2	2	7
11	<p>Sauces& Roux</p> <ul style="list-style-type: none"> • Uses of Sauces • Thickening Agent • Components of Sauce • Mother sauces • Derivatives of mother sauces and their uses • Proprietary sauces • Contemporary sauces 	3	2		5

	<ul style="list-style-type: none"> • Making a good sauce • Modern trends of making sauces 				
12	Accompaniments and Garnishes <ul style="list-style-type: none"> • Introduction • Their functions with example dishes 	3	2	2	7
13	Introduction to Meats <ul style="list-style-type: none"> • Physical and Chemical Characteristics of meat • Selecting and grading meat • Proccession of whole animal • Classifications of meats • Categories of meat • Yield tests 	4	2	1	7
14	Introduction to fish and shellfish <ul style="list-style-type: none"> • Classification of fish • Classification of Shellfish • Cuts of fish • Some famous species of fish • Some Classic preparations of fish • Selection and storage of seafood • Common cooking methods used for seafood 	3	2	2	7
15	Introduction to Eggs <ul style="list-style-type: none"> • Structure of an egg • Classifications of eggs • Grade • Types of Eggs • Selection of Eggs • Storage of Eggs • Uses of Eggs • Cooking of Eggs for breakfast 	3	1	2	6
16	Methods of Cooking <ul style="list-style-type: none"> • Blanching • Poaching • Boiling • Steaming • Stewing • Braising • Roasting 	3	1	2	6

	<ul style="list-style-type: none"> • Grilling • Sauteing • Frying 				
17	Methods of Cooking (cont...) <ul style="list-style-type: none"> • Baking • Microwave Cooking • Equipment used in microwave cooking 	3	1	1	5
18	Cuisine <ul style="list-style-type: none"> • Introduction • Indian Cuisine • Italian Cuisine • Mexican Cuisine European Cuisines <ul style="list-style-type: none"> • Introduction • French Cuisine • Cuisine of the UK • German Cuisine Oriental Cuisine <ul style="list-style-type: none"> • Introduction • Chinese Cuisine • Japanese Cuisine • Thai Cuisine • Malaysian Cuisine 	3	2	1	5
	Total	56	29	21	105