

# FACULTY OF HOTEL MANAGEMENT

**SRIDEV SUMAN UTTARAKHAND UNIVERSITY  
BADSHAHITHAUL (TEHRI GARHWAL)-249199  
UTTARAKHAND**

**Website: [www.sdsuv.ac.in](http://www.sdsuv.ac.in)**



**Regulations and Syllabus for One Year  
Diploma in Hotel Management (Semester System)  
(Through Regular Mode)**

**With effect from the Academic Session 2018-19 (Subject to Change from time to time)**

**Note:** Sridev Suman Uttarakhand University reserves the right to amend Regulations, Scheme of Examinations, Pass Criteria, Scheme of Studies and courses of study as and when it deems necessary.

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## COURSE CURRICULIAM FOR ONE YEAR DIPLOMA IN HOTEL MANAGEMENT

**Regulations and Scheme of Examinations** (General Objectives, Scheme of Examinations and Courses of Study for Diploma in Hotel Management Programme).

### 1. General Objectives

Diploma in Hotel Management course is designed to give the students broad understanding of the functionality of the hotels. The course is intended to give the students wide-ranging empathetic of the functionality of the hotels/resorts in all major departments and subjects like Food Production, Front Office, Housekeeping, Reception Handling, Food and Beverage, Computer and Communication Skills etc. The curriculum is designed to achieve the following general objectives of the Diploma in Hotel Management Programme:

- 1) To develop students' concept and understanding of hospitality business.
- 2) To understand concept, need, importance and processes in Hospitality Industry.
- 3) To identify the role of hospitality industry in employment generation.
- 4) To equip students with essential knowledge and skills to embark on a career in hospitality and tourism industry.
- 5) To enhance holistic development of students and improve their employability skills in the hospitality trade.

### 2. Duration of the Course and Working Days

#### 2.1 Duration of the course

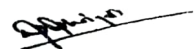

Diploma in Hotel Management is one year programme (spread over two semesters) including on-the-job training of 60 days and practical work. Candidates shall be permitted to complete the programme requirements of the one-year programme within a maximum period of **three years** from the date of admission to the programme.

#### 2.2 Working Days

There shall be at least one hundred eighty (180) working days in a year, inclusive of the period of admission, classroom transaction, practicum, and conduct of examination. The institution shall work for a minimum of **thirty two hrs. in a week** (five or six days) each semester during which faculty members shall be available for classroom interaction, collaborative dialogues, consultation, mentoring and disseminating practical inputs of the course to the students. The size of the practical group for practical papers is recommended to be 12-15 students. Similarly, college is required to access the workload of the each faculty members to give maximum orientation of the hospitality industry aligned with the updated pedagogy and the trade skills.

The minimum attendance of candidates shall be 75% for theory Courses and Practicum.

### 3. Eligibility (Entry Requirements) and Procedure of Admission:



a) Candidates who have passed Senior Secondary (Class XII) exams from recognized board are eligible to take admission in Diploma in Hotel Management Programme.

b) Reservation and relaxation for SC/ST/PWD and other applicable categories shall be as per the rules of the Central Government/ State Government whichever is applicable.

#### 4. Admission Procedure

Admission shall be made on the basis of merit of the qualifying Examination or any other selection process as per the policy of the State Government/ Sridev Suman Uttarakhand University, Badshahi Thaul (Tehri Garhwal), Uttarakhand.

#### 5. No. of Seats and Age limit

No. of Seats -60 (Sridev Suman Uttarakhand University reserves the rights to change seats when it deems necessary).

Age Limit: There is no upper age limit for the candidates applying to the Diploma in Hotel Management course of one year.

#### 6. Courses of Study in Diploma in Hotel Management (DHM)

There shall be six (6) papers in first semester and six (6) in second semester. These papers are devoted to the fundamentals and operational learning of the hospitality trade through class room lectures, practical and laboratory exposure of the core subjects besides a fair insight on the importance of communication in the hospitality industry, role of computers, personality development and the components of food science and nutrition. Apart from the class room learning and practical exposure of the trade, intensive 60 days on-the-job training/Industrial training in any recognized hotel property is earmarked at the end of 2<sup>nd</sup> semester (DHM 206) to understand the basics of core functional areas of hospitality industry. A candidate is expected to learn the trade skills, practical understanding of hospitality operations in all departments.

A candidate is required to take following courses during two semesters of the Diploma in Hotel Management Programme (DHM):

##### Semester I

Sl. No.	Courses/ Module Code	Name of the Course	Theory/Practical Marks	Internal Assessment Marks	Credits	HOURS PER WEEK	Total Marks
1.	DHM 101	Fundamentals of Front Office	70	30	3	3	100
		Front Office-Practical	40	10	2	4	50
2.	DHM 102	Fundamentals of Food Production	70	30	3	3	100
		Food Production-Practical	40	10	2	4	50
3.	DHM 103	Fundamentals of Housekeeping	70	30	3	3	100
		Housekeeping-Practical	40	10	2	4	50

4.	DHM 104	Fundamentals of F & B Service	70	30	3	3	100
		F & B Service-Practical	40	10	2	4	50
5.	DHM 105	Fundamentals of Computer Applications	70	30	2	2	100
		Computer Applications-Practical	40	10	1	2	50
6.	DHM 106	Communication Skills	70	30	3	3	100
<b>TOTAL MARKS (1st Semester)</b>					<b>26</b>	<b>35</b>	<b>850</b>

### Semester II

Sl. No.	Course/Module Code	Name of the Course	Theory/Practical Marks	Internal Assessment Marks	Credits	HOURS PER WEEK	Total Marks
1.	DHM 201	Front Office Operations	70	30	2	2	100
		Front Office Operations-Practical	40	10	1	2	50
2.	DHM 202	Food Production Operations	70	30	2	2	100
		Food Production Operations-Practical	40	10	1	2	50
3.	DHM 203	Housekeeping Operations	70	30	2	2	100
		Housekeeping Operations-Practical	40	10	1	2	50
4.	DHM 204	F & B Service Operations	70	30	2	2	100
		F & B Service Operations-Practical	40	10	1	2	50
5.	DHM 205	Personality Development Programme (PDP)	70	30	2	2	100
		PDP Practical Assessment	40	10	1	2	50
6.	DHM 206	Industrial Training Report, Log book & viva voce	80	20	6	12	100
<b>Total marks 2nd Semester</b>					<b>21</b>	<b>32</b>	<b>850</b>
<b>Total marks (1st Sem+ 2nd Sem)</b>							<b>1700</b>

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# Course Curriculum of Diploma in Hotel Management (DHM)

## SEMESTER I

### DHM 101 Fundamentals of Front Office

**Unit- I:** Front office- Introduction to the hotel Industry; types of hotels, Organization Chart, Job profile of FOM, LM, GRE, Concierge, Receptionist, and Bell Boy, front office introduction- reservations, reception, registration, information & front office cashier.

**Unit- II:** Qualities of front office salesmanship; upselling techniques; departments' front office coordinates with and how. The 'C' form.

**Unit- III:** Reception- Qualities of receptionists, details of arts & architecture of front office desks, etiquettes, personal hygiene & personality traits. The Registration card & its importance.

**Unit- IV:** Reservation- Modes & Types of reservation; Cancellation procedure, amendments, room retention charges, registration of foreign and domestic visitors, modes of receiving payments. CRO and Instant reservation offices.

**Unit- V:** Lobby- Importance of Lobby, Role of the doorman, arrival/departure procedure, control of bell boys; left luggage procedure, scanty baggage procedure; welcoming VIP's in the Lobby.

FRONT OFFICE- PRACTICAL	
01	I) Identification of F.O. equipment. II) Filling up a Reservation form III) Glossary of Front Office terms IV) Telephone handling at Reservations and Standard phrases. V) Using computer to display reservations menu, blocking accommodation, checking availability and making an amendment/cancellation.
02	I) Role Play: At the porch, Guest driving in. Doorman opening the door and saluting guest; Calling bellboy. II) At the Front Desk: Guest arriving; greeting & offering welcome drink, checking if there is a booking.

#### **Suggested Readings:**

1. Andrews, Sudhir: Hotel Front Office, Tata McGraw Hill, New Delhi.
2. Malik, S: Profile of Hotel and Catering Industry, Heinemann.
3. S.K Bhattacharya: Front Office Management.
4. Michael Kasavana: Managing Front Office Operations.

## **DHM 102 Fundamentals of Food Production**

**Objective:** To impart technical skills of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in a 5-Star Hotel.

**Unit- I: History of Culinary Sector-** Introduction to organization of food production department in different category hotels. Factors affecting Kitchen organization, Kitchen stewarding department, various sections in food production dept. organizational structure, Role of executive chef and duties & responsibilities of entire staff.

**Unit- II: Raw materials used in F&B (Production) department-** salt, liquids, sweetening, raising or leavening agents, thickening agents, binding agents, flavorings and seasonings.

**Unit- III:** Aims & Objective of cooking food, affect of heat on food, cooking methods, Boiling, Poaching, Steaming, Stewing, Braising, Roasting, Grilling, Baking, Frying, Griddling, or Broiling. Special methods of cooking food, soar cooking, microwave, infrared. Application of these methods in actual Cooking. Chinese & Indian methods of cooking Food. Different egg preparations and structure of egg.

**Unit- IV:** Mise-en-place- Washing, Peeling, Paring, Cutting, Mire-poix, Mincing, Meringue, Macedoine, shredding, slicing, slitting, grating, Grinding, Mashing, Pureeing, Kneading, Marinating, Stirring, Whipping, Blending etc.

**Unit- V:** Introduction & classification of different cooking equipment, their cleaning, maintenance & storage. Different types of Ovens & Modern Kitchen Equipments.

<b>FOOD PRODUCTION-PRACTICAL</b>	
01	<b>EGG COOKERY</b> Preparation of : (i) Hard & soft boiled eggs. (ii) Fried eggs. (iii) Poached eggs. (iv) Scrambled eggs. (v) Omelet's (Plain, Spanish, Stuffed)
02	<b>PREPARATION OF VEGETABLES</b> (i) <b>Cuts of Vegetables</b> Julienne Jardinere Dices Cubes Macedoine Paysanne Shredding Concasse Mire-poix (ii) <b>PREPARATION OF INDIAN GRAVIES AND BREAKFAST ITEM</b>

- |   |
|---|
| <p>(a) Punjabi Chole with Poori<br/> (b) Sambar with Idli<br/> (c) Paneer Makhani<br/> (d) White gravy, tomato gravy, and brown gravy</p> |
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**Suggested Readings:**

1. Arora Krishna: Theory of Cookery, Frank Bros & Co.
2. Philip e. Thangom: Modern Cookery vol. 1 and Vol2; Orient Longman.
3. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
4. Fuller J. Barrie & Jenkins: Accompaniments & Garnishes from waiter. Communica Europa.
5. Food Production Operations: Parvinder Singh Bali: Oxford University Press.

**DHM 103 Fundamentals of Housekeeping**

**Unit- I: Role of housekeeping-** Importance & role in achieving guest satisfaction & repeat business, Responsibility of HK department.

**Unit- II: Introduction to house Keeping-** layout, Organization Chart applicable to categories of hotels, Role of key personnel of the dept. job description of H.K. Personnel, Co-ordination with other department. Qualities of H.K. Staff.

**Unit- III: Rooms and Floors-** Knowledge of Rooms, Rules of Guest Floor, Maids Carts, Maids Services Room / floor party, procedure for cleaning of guest rooms (Vacant Room, Check out Room, occupied room), Under Repair room, Special and periodical cleaning of Rooms, second service, turn down service, replenishment of supplies and amenities, Housekeeping Supervision (Importance of Inspection, checklist)

**Unit- IV: Care and Cleaning of Different Surfaces-** Metal, Glass, Ceramic, glass, wood, marble, leather.

**Unit- V: Cleaning Agents-** Criteria for selection, classification, care & storage

HOUSEKEEPING-PRACTICAL	
01	Rooms layout and standard supplies. (amenities)
02	Identification of cleaning Equipments both manual and Mechanical use of diff. Brushes, brooms, mops, identification of cleaning agents.
03	Maids Trolley: Set Up, Stocking and usage.
04	Bed making Identifying of linen. Step by step procedure for making bed/ Turn down service.
05	Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
06	Cleaning of different surfaces.
07.	How to do a guest room inspection : - Use of check list.

**Suggested Readings:**

1. A.C David- Hotel & Institutional Housekeeping.

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2. Andrews Sudhir- Hotel, Housekeeping Manual, Tata, McGraw Hill.
3. Branson & Lennox- Hotel Housekeeping, Hodder & Stoughton.
4. G Raghubalan- Housekeeping Management.
5. Wellek: Hotel Housekeeping.

### **DHM 104 Fundamentals of F & B Service**

**Objective:** To impart an overview of entire food and beverage service department and to make students familiar with the working procedures and skill required in managing this department.

**Unit- I:** An introduction of food and beverage Industry, types of food and beverage operations. Organizational structure of food and beverage department in different kinds of hotels i.e. 5 Star, 3 Star and unapproved category etc.

**Unit- II:** F & B service department hierarchy, Attributes of food and beverage (service) staff. Personal hygiene, appearance, attitude, Etiquettes and salesmanship. F & B Service method (different types).

**Unit- III: Department coordination-** A study of various department to which Food and Beverage (service) department interacts e.g. front office, housekeeping, and sales and marketing department etc.

**Unit- IV: Food and Beverage (Services) areas-** Study of different food and beverage (service) areas like still room, silver room, wash up, hot plate, dispense bar and their equipment's, their use and maintenance procedure. Study of F&B Equipments i.e. furniture, linen, chinaware, table ware and glass ware.

**Unit-V: The menu-** Introduction, types of menu, menu planning, French Classical Menu (11 and 17 course). Food and accompaniment. Indian menu compilation.

<b>F &amp; B SERVICE- PRACTICAL</b>	
<b>01</b>	Care and maintenance of EPNS items.
	<b>ACTUAL SERVICE PRACTICAL</b>
	<ul style="list-style-type: none"> <li>a) English/ Silver Service.</li> <li>b) Pre-plated service</li> <li>c) Taking the order</li> <li>d) Taking restaurant reservations/ Bookings</li> <li>e) Receiving &amp; Seating guests.</li> <li>f) Setting Room Service tray for different meals</li> <li>g) Laying the table covers.</li> <li>h) Napkin folding (10 folds)</li> </ul>



### **Suggested Readings:**

1. Food & Beverages Service- Dennis Lillicrap and John Cousins. 7<sup>th</sup> edn.
2. Food & Beverage Service Training Manual- Sudhir Andrews. Tata McGraw Hill.
3. Text Book of Food & Beverage Service: S. N. Bagchi/Anita Sharma (Aman Publication).
4. Brian Verghese- Professional Food and Beverage Service Management. Macmillan.
5. Food & Beverage Service- R. Singaravelavan.

## **DHM 105 Fundamentals of Computer Applications**

### **Unit- I: Introduction to Computers**

What is a computer, Block Diagram, Components of a computer system, generation of computers, programming languages, generation of languages, storage devices, floppy disks, CD ROM's.

### **Unit- II: Operating Systems**

Introduction, Functions, types, Components, Case Studies - DOS, Windows, Microsoft Office – Word, Xcel, Power- point, Outlook; DOS and Window Concepts; Internet Usage.

### **Unit- III: Introduction to DBMS**

Data, Data types, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MS Access.

### **Unit- IV: Word Processing, Spread Sheets and Presentations**

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge. What is spreadsheet, Features, Formulae and functions? If Statement, preparing sample worksheets, Different graphs, Features of POWERPOINT. Preparing a presentation, preparing an Organization chart.

### **Unit- V: Introduction to Internet**

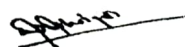
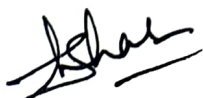
What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce.

## **COMPUTER APPLICATIONS- PRACTICAL**

- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT
- ACCESS
- INTERNET USAGE

### **Suggested Readings:**

- Andrew S Tanenbawn- Computers.
- IBM Basic Computer Manual
- Don Stan Boch- The Birth of Internet Marketing & Communication.



- V. Rajaraman- Computer Fundamentals:

### DHM 106 Communication Skills

**Unit- I: Basics of Communication-** Introduction, Process, Components, Factors of Communication.

**Unit- II: Non-verbal Communication-** Introduction, Personal Appearance, Facial Expression, Movement, Posture, Gestures, Eye Contact, Vocal Communication Techniques.

**Unit- III: Barriers to Communication-** Physical, Psychological, Semantic, Organizational, Interpersonal Barriers.

**Unit- IV: Essentials of Grammar-** Parts of speech, Punctuation, Vocabulary building, Phonetics

**Unit- V: Letter & Resume writing-** Types of letters- Formal/informal, Drafting applications, Preparing the Resume.

### **Suggested Readings**

1. Basic Business Communication- Lesikar & Flatley. Tata McGraw Hills.
2. Body Language- Allan Pease. Sheldon Press.
3. Business Communication- K.K. Sinha.
4. Business Communication- Kaul Asha. Prentice Hall of India, New Delhi, 1999.
5. Business Correspondence and Report Writing- Sharma, R.C. and Mohan K. Tata Mc Graw Hill, 1994.
6. Communications in Tourism & Hospitality- Lynn Van Der Wagen. Hospitality Press
7. English Through Reading- Bhaskar, W.W.S and Prabhu, NS. MacMillan, 1978.
8. Essentials of Business Communication- Marey Ellen Guffey. Thompson Press.
9. How to win Friends and Influence People- Dale Carnegie.



# Course Curriculum of Diploma in Hotel Management (DHM)

## SEMESTER II

### DHM 201 Front Office Operations

**UNIT- I: Reservation Process-** Concept of Reservation, Methods of Reservation, Processing Reservation enquiry, Reservation Records, Reservation confirmation, Reservation records, Reservation consideration and cancellation, Group Reservation.

**UNIT- II: Lobby Operations-** Understanding the Lobby layout & various sections, Staffing in Lobby, Various operations- Concierge, GRE, Check-in, Check-out , Coordination with various other sections.

**UNIT- III: Registration Process-** Defining Registration, Pre- registration activities, Registration Process, Registration Records, Room and Rate assignments- FIT's, Group, Corporate, Crew- Indian and Foreigners, Methods of Payment during Settlement, Issuing Room Keys, Fulfilling special requests, VIP Registration, Change of Room, Handling Over- bookings.

#### Unit- IV: Guest Cycle

- Handling check in and checkout procedure
- Terminologies and Abbreviations related to above topics.

**Unit- V: Guest Complaints-** Types of guest complaints, procedure of handling guest complaints.

FRONT OFFICE OPERATIONS- PRACTICAL	
01	<b>REGISTRATION OF GUEST</b> (a) Pre-registration procedure (b) Filling up a guest registration card (c) Determining Room Availability (Room Position) Formula (d) Errand card Key card, Electronic Key cutting replacement of lost electronic key card issue of lost electronic key car, issue of duplicate). (e) Arrival & departure intimation to housekeeping etc.
02	<b>FAMILIRISATION WITH RECORD BOOKS, LISTS &amp; FORMS SUCH AS :</b> (a) Arrival/ departure register (b) Departure intimation (c) Arrival/ Departure list (d) No show/ cancellation repot (e) VIP List (f) Left luggage register (g) Bell boy movement control sheet (h) Scanty Baggage Register (i) Arrival & Departure errands cards (j) Expected arrival/ departure list

## Suggested Readings:

1. Andrews, Sudhir: Hotel Front Office, Tata McGraw Hill, New Delhi.
2. Malik, S: Profile of Hotel and Catering Industry, Heinemann.
3. Michael Kasavana: Managing Front Office operations.
4. S.K Bhattacharya: Front Office Management.

## DHM 202 Food Production Operations

**Objective:** To manage the entire skills and procedure of the food production. To develop certain technical skills to build up successful professional in the catering industry.

**Unit- I:** Classification of Vegetables & fruits, its composition, storage, Plant pigments, cuts of vegetables & its selection factors, salad and salad dressing

**Unit- II:** Kitchen layout planning, factors affecting kitchen layout, working triangle, flow of activity, layout of receiving area. Structural consideration in the kitchen, trends in the layout planning of modern kitchens, types of kitchen layout.

**Unit- III:** Menu Planning. Factors affecting menu planning & types of menu. .

**Unit- IV:** Stocks, Preparation of different stocks, Precautions taken while preparing stocks, glazes and choud Froid & its various kinds, Mother sauces and its derivatives. Purpose of sauces, Faults in sauce making, Rectification of Mayonnaise & Hollandaise. Classification of soups, international soups.

<b>Food PRODUCTION OPERATIONS-PRACTICAL</b>	
<b>01</b>	<b>PREPERATION OF STOCKS</b> (a) Demonstration & preparation of white stock, brown stock and fish stock
<b>02</b>	<b>PREPARATION OF SOUPS</b> (a) Cream Soups (spinach, tomato, vegetable) (b) Puree soups (Lentil, peas, carrot) (c) Cut vegetable soups (Broth, minestrone) (d) Veloute (princess, Volaille etc.) (e) National soups (Mulligatawny, French Onion) (f) Consomme (Royal, Julienne)
<b>03</b>	<b>SAUCES</b> Demonstration & preparation of mother sauces with at least two derivatives of each
<b>04</b>	(a) <b>English and Continental Breakfast (Preparation)</b> (b) Preparation of a 3 course Indian menu- to include Regional cuisine as studied in Theory (Uttarakhand, Goa, Kashmir, Punjab) (c) Preparation of Indian Snacks for high tea (Veg. + Non. Veg)

### Suggested Readings:

1. Arora Krishna- Theory of Cookery. Frank Bros & Co.
2. Philip E. Thangom- Modern Cookery, Vol. 1 and Vol2. Orient Longman.
3. Klinton & Cesarani- Practical Cookery. Arnold Heinemann.
4. Fuller J. Barrie & Jenkins- Accompaniments & Garnishes from Waiter. Communica Europa.
5. Parvinder Singh Bali- Food Production Operations. Oxford University Press.

### DHM 203 Housekeeping Operations

**Objective:** To enable the student to understand works performed over control desk, linen room and public areas.

**Unit- I: Housekeeping procedures-** HK control desk, Role and importance of C.D., types of registers, ledgers and files to be maintained, handling of Lost & found.

**Unit- II: Linen Room and Laundry-** Layout, equipment's used types of linen & sizes, Procedure for getting fresh linen. Storage tips, quantity of linen (PAR STOCK) and control of linen, recycling of discarded linen, linen hire, Activities performed and equipment's used in Tailor room. Basic understanding of Laundry, equipment used in laundry, Valet service.

**Unit- III: Public Area Cleaning-** Cleaning of Back of the House areas & front of the house areas (Lobby, cloak Rooms, Restaurants, Bar, banquet halls, lifts/ elevators, staircase, corridor, back areas.)

**Unit- IV: Flower Arrangement in Rooms-** Hints and guidelines on preserving freshness of natural flowers, equipment's used for Flower Arrangement.

**Unit- V: House Keeping & Environmental Control-** Pest Control, Waste water treatment & disposal, Environmental Service, Environmental Pollution.

HOUSEKEEPING OPERATIONS-PRACTICAL	
S. No	Topic
01	(a) Layout of linen room and uniform room (b) Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, cloak rooms, corridor, offices, Back areas). (c) Stain Removal: different types of stains to be removed by hand using different chemicals. (d) Flower Arrangement Practice of making fresh flower & dried flower arrangement.

### Suggested Readings

1. Andrews Sudhir- Hotel, Housekeeping Manual. Tata McGraw Hill.
2. Branson & Lennox- Hotel Housekeeping. Hodder & Stoughton
3. Wellek- Hotel Housekeeping.
4. A.C. David- Hotel & Institutional Housekeeping.

5. Case Studies in Rooms Operations and Management; Jeremy Huyton Sue Baker

**DHM 204 F & B Service Operations**

**Objectives:** To develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel.

**Unit- I: The Restaurant-** Different types of restaurant, Organizational hierarchy of a restaurant, Basic etiquette of restaurant staff, briefing and debriefing, duties and Responsibility of F & B staff.

**Unit- II: Different types of Meals-** Breakfast, brunch, lunch, high tea/ afternoon tea, dinner/ supper. Mise-en-Scene and Mis-en-place: Meaning, works to be done for mis-en-scene and Mis-en-place in a restaurant (Light decor, Furniture, chair, table's side board, and lines).

**Unit- III: Non-alcoholic beverages-** Classification, Tea- producing countries, purchasing brand, storage, making of tea, and different types of tea. Coffee, brand, grinding storage, characteristics, making and kinds of coffee. Cold beverages, mineral water, cordial & squashes, syrups.

**Unit- IV: Alcoholic Beverage-** Introduction of Wines, Beer and Spirits. Manufacturing Process, Types and Services.

**Unit- V: Types of Service-** importance of service in Catering Establishment, Suitability of Service to Catering Establishment, Different types of Services (American, Russian, French, Gueridon), Buffet, Banquet, Cafeteria. Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service.

<b>F &amp; B SERVICE OPERATIONS- PRACTICAL</b>	
<b>01</b>	<b>METHODS OF SERVICES AND CLEARANCE</b> (a) Table laying for different meals & Re-laying; (b) Set up & Service of water, juices, soft, drinks squashes, syrups; (c) Table d' hote cover and A la carte cover; (d) Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese. (e) Service of Tea & Coffee, including accompaniments; (f) Changing of dirty Ash tray.
<b>02</b>	<b>REGIONAL CUISINS PRACTICAL</b> (a) Menu writing of Regional dishes. (b) Table Laying for regional dishes. (c) Services of regional dishes
<b>03</b>	<b>BREAKFAST SERVICES PRACTICAL</b> (a) Laying of Difference type of breakfast cover with all table accompaniments like butter dish etc. (b) Laying a room service tray for bed tea and breakfast (Continental & English)
<b>04</b>	(a) Service of wine, beers and spirits.

### Suggested Readings:

1. Food & Beverages Service: Dennis Lillicrap and John A. Cousins. ELBS Publisher.
2. Sudhir Andrews: Food & Beverage Service Training Manual: Tata McGraw Hill.
3. Text Book of Food & Beverage Service: S.N. Bagchi / Anita Sharma. Aman Publication.
4. Professional Food and Beverage Service Management: Brian Varghese. Macmillan.
5. Food & Beverage Service: R. Singaravelavan.
6. Design & Equipment for Restaurants & Food Service: Costas Katsigris & Chris Thomas. John Wiley & Sons.

### BHM 205 Personality Development Programme (PDP)

**Unit- I: Personality Development-** Inner Personality Development, Role of motivation & body language, Filling the GAP- Grooming, Attitude, Personality Dimensions.

**Unit- II: Presentations-** Preparing for a presentation, tools for effective presentation, making optimum use of the time allocated for presentation, being able to feel confident before, during and after any presentation, learning to present with clarity and precision.

**Unit- III: Creative Thinking-** Express creativity in everyday situations, know the creative thinking process, and develop a positive attitude.

**Unit- IV: Interviewing Skills:** Systematically prepare for an interview from organization's perspective and taking care of candidate's needs as well, Plan an opening and a closing for a selection interview, primary and secondary construct.

**Unit- V: Inter-personal Relations:** Introduction to Interpersonal Relations, Analysis Relations of different ego states, Analysis of Ego, Strokes, and Life positions.

### **PDP PRACTICAL ASSESSMENT**

- **Greetings & Introductions:** Who to introduce first, Shaking Hands, Remembering Names, Visiting cards exchange, Paying & receiving compliments, Small talk and Networking – making business relationships.
- **Workplace Etiquette:** Behavior, Body Language, Courtesies, Managing Conflicts, Telephonic Etiquettes.
- **Dinning & Restaurant Etiquettes:** Table setting, Cutlery Awareness, Role of napkin, Eating considerations, Managing difficult food, Avoiding Dining Mistakes, Knowing Wines, Reservation, Ordering, Paying Bills & Tipping, Buffet Dining Etiquettes.
- **Travel Etiquette & Cross-Cultural Considerations:** Airplane Travel, Hotel Stay, Awareness, Cultural Sensitivities of some countries, Giving Gifts.
- **Group discussion, extempore, team building, management games, Time Management, case**

studies.

• **Corporate Theories on Personality Development**

**Suggested Readings:**

1. Daniel Coleman- Emotional Intelligence, Bantam Book, 2006.
2. John Chibaya Mbuya, Bulelwa Monica, Maphela- Grooming & Etiquette for Corporate Men & Women.
3. SOFT SKILLS, 2015, Career Development Centre, Green Pearl Publications.
4. Survesh Gulati- Corporate Grooming & Etiquette.
5. Thomas A Harris- I am ok, You are ok , New York-Harper and Row, 1972.

**DHM 206 Industrial Training Report, Log book & viva voce**

In this Industry Integrated Practical Module, each student is required to undergo about 60-days practical training in any approved hotel to which she/he may be attached by the concerned college. She/he will be required to furnish a detail account of her/his day to day activities in industrial training report. Students will be provided with a definite plan of training by the organization concerned in advance. She/he may be placed in any reputed hotel depending upon her/his aptitude and availability of the training unit. It will be arranged by the concerned college during any convenient time of academic session. On the completion of trainings, all students would be required to submit their industrial training report to the Head of the Department. On the basis of report, practical training and submission of log book, Viva-Voce will be conducted. Marks will be awarded by internal and external examiners separately and will be forwarded to the University to determine the pass percentage of the each candidate.

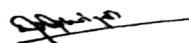




## ORDINANCE

### Diploma Courses in Hotel Management (w.e.f. the Academic session 2018-19)

1. The duration of the courses leading to the Diploma in Hotel Management shall be of one academic year (including 60-days Industrial Training). Academic year shall be divided into two semesters i.e. July to December and January to June. Each semester shall have a minimum of 90 teaching days excluding admission, preparation and examination days. The examination for the first semester of the year shall be held in the month of November/December and for the second semester in the month of May/June on such dates as fixed by the Vice-Chancellor and notified by the Controller of Examinations of Sridev Suman Uttarakhand University, Badshahi Thaul (Tehri Garhwal).
2. A candidate who has passed Senior Secondary Examination (10+2) with at least five subjects from any recognized Board shall be eligible for admission to Diploma Course in Hotel Management.
3. The medium of Instruction/ Examination for the Diploma in Hotel Management (DHM) shall be English.
4. 30% marks in each paper excluding Term Paper and Viva-Voce shall be assigned for Internal Assessment. The question papers will be set and answer-books examined by external examiner.
5. A candidate for Diploma course shall be required to undergo 60-days practical training after second semester examination is over in any categorized hotel, approved by the Director/Principal of the Institute.
6. On successful completion of industrial training, candidate shall be required to submit Training completion Certificate from the concerned Hotel to the Principal of the Institute.
7. The Director/Principal of the Institute shall forward the Internal Assessment marks on the basis of internal assessment to the Controller of Examinations at least one week before the commencement of the semester examination.
8. The Principal of the Institute shall preserve the records on the basis of which the Internal Assessment awards have been prepared, for inspection, if needed by the University upto six months from the date of declaration of semester examination results.
9. The candidate is required to obtain Pass Marks in each of the Theory and Practical papers in aggregate of the external and internal assessment/sessional subject to obtaining pass marks separately in each paper of external examinations. The Internal Assessment award of a candidate who fails in one or more papers of any semester examination shall be carried forward to the same examination in which he/she will be failed. He/she will, however, be allowed to re-appear in only two back papers of the concerned semester exams with the next batch same semester exams.
10. The minimum pass marks in each semester examination, shall be:-
  - a) 40% marks in each paper of Internal Assessment/Practical Test.
  - b) 40% marks in End-Semester Exam/ Viva-voce and Practical Examination.
  - c) 45% aggregate marks in all the prescribed courses in each semester.



11. On the basis of the aggregate marks obtained in the first and second semester examinations taken together, the list of successful passed candidates shall be placed in three divisions and the division shall be awarded as under:
  - a) Those who pass all the four semester examinations at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with – **DISTINCTION**.
  - b) Those who obtain 60% or more marks – **FIRST DIVISION**;
  - c) Those who obtain 50% marks but less than 60% marks – **SECOND DIVISION**;
  - d) Those who obtain 45% marks but less than 50% marks - **THIRD DIVISION**.
12. A candidate must pass all the two semester examinations with industrial training within three years of his admission to the first semester of the Diploma courses failing which she/he will be required to repeat the course de novo.
13. A candidate who has failed in one or two paper(s) or fails to appear in a semester examination shall be allowed two additional chances only to clear re-appear papers throughout the duration of a course.
14. The candidates shall be examined according to the Scheme of Examination and Syllabus as approved by the Academic Council from time to time. A candidate who fails in an examination, or having been eligible, fails to appear in an examination, shall take the examination according to the syllabus prescribed for regular students appearing for that examination.
15. The amount of examination fee to be paid by a candidate for each semester shall be as prescribed by the University from time to time. A candidate who re-appears in one or two paper(s) shall pay back paper fee for the examination held in the concerned semester as prescribed by the University.

### Evaluation

The performance of a candidate in each course will be evaluated in terms of percentage of marks. Evaluation for each course shall be done by continuous comprehensive assessment (CCA) by the concerned course teacher and end session examination and will be consolidated at the end of the course. The evaluation system of the students has the following two components:-

- **Continuous Comprehensive Assessment (CCA)/Internal Exams** accounting for 30% of the total marks assigned to a particular course; and
- **End-Semester Examination (ESE)** accounting for the remaining 70% of the total marks assigned to a particular course.

#### 1. **Continuous Comprehensive Assessment (CCA)/Internal Exams in Diploma in Hotel Management (DHM)**

Continuous Comprehensive Assessment (CCA) will include the following components:

##### (a) **Classroom Attendance**

- Each candidate will be required to attend a minimum of 75% Lectures/ Tutorials/ Practical. A candidate having less than 75% attendance will not be allowed to appear in the End Semester Examination (ESE).

- However, the exemption from 75% attendance will be given to those participating in prescribed co-curricular activities e.g. NCC, NSS, Youth Festivals, and Sports etc. to the extent of 20% (making the necessary attendance as 60% in these cases). The claim for this exemption should be supported by authenticated certificate from the concerned University/college authorities.

### (b) Examination Pattern

- 30% marks in each paper excluding project work/training reports and viva-voce shall be assigned for internal assessment. There shall be two internals of 30 marks in each semester for the concerned paper and the average of the two sessions shall be taken into consideration to award the marks in internal exams. The head of the department shall forward the internal assessment marks on the basis of the periodical tests to the controller of examination/registrar at least one week before the commencement of semester examination. If a candidate does not obtain the minimum marks in internal assessment, he/she cannot appear in the semester examination.
  - Internal Assessment exams shall be of **1 hour duration** where there shall be questions covering the entire syllabus of the concerned paper with the following question paper pattern.
    1. 4 short-answer type questions of 5 marks each where student has to attempt any 3 of them.
    2. 3 long-answer type questions of 7½ marks each where student is required to attempt any 2 of them.
  - In discipline specific core papers, subject teachers shall assess the trade skills of the candidates and award the practical marks to the candidates out of the designated marks for internal assessment in each practical subject.
2. **End-Semester Examination:** End-semester examination (ESE) will include the following components:
- a. The remaining 70% of the final marks assigned to a **Diploma in Hotel Management** candidate in a course will be on the basis of an end-semester examination (ESE). The end- semester examination (ESE) will cover the whole syllabi of the course for the respective semester. Durations of the End Semester Examination (ESE) for each paper shall be **3 hours**.
  - b. The End Semester Examinations for Hotel Management candidates will be held in the month of November/ December and May/June each year respectively and shall be conducted by the University. The last date by which the examination forms and fees must reach the Controller of Examinations shall be as approved by the Vice-Chancellor and notified by the Controller of Examinations.
  - c. In discipline specific core papers, external subject expert shall assess the trade skills of the candidates and award the practical marks to the candidates out of the designated marks for external assessment.
  - d. **Guidelines for paper setters:** Each theory question paper shall carry 70 marks and the duration of examination shall be 3 Hrs. The question paper shall

ordinarily consist of three sections to develop testing of conceptual skills, comprehension skill, articulation and application of skills in tourism field. To assess the trade skills of the candidates, external paper setter shall cover the whole syllabi of the concerned paper. A set of question papers for the end-semester examination (ESE) will be set by the Controller of Examinations, Sridev Suman University, Badshahi Thaul (Tehri Garhwal). The question paper for the end-semester examination (ESE) (having 70 marks) will have the following pattern:

<b>SECTION- A</b>	10 questions of Objective-type questions (True/false, fill in the blanks and choice-based options) of 02 marks each All questions are <b>COMPULSORY</b>	(10X 02= 20 Marks)
<b>SECTION- B</b>	08 Analytical Questions (Short-answer type questions) of 05 marks each Answer any <b>FOUR</b>	(04X 05= 20 Marks)
<b>SECTION-C</b>	04 Essay type questions (Long-answer type questions) of 15 marks each Answer any <b>TWO</b>	(02X 15= 30 Marks)
<b>Total</b>		<b>70 Marks</b>

- The question paper for the ESE will have three Sections **A, B and C**. **Section A** will be compulsory of 20 marks and consist of 10 objective-type questions of 2 marks, each covering whole of the syllabus.
- Section B and C will consist of short and long-answer type questions out of which the candidate will attempt questions as stated in the question paper pattern/model.

Total marks (A + B + C) = 20 + 20 + 30 (70 marks)

- e. At the end of 2nd semester i.e. in the month of June evaluation of the dissertation work and viva voce will be conducted by the External Examiner. If candidate fails to submit their dissertation on the due date which will be notified by the Chairperson, late fees will be charged as per University Rules.

### 3. Conditions for Qualifying the Diploma in Hotel Management Course

- (a) The pass percentage in each course of study will be 40 percent (both in theory and internal assessment/practical respectively) and 45% in aggregate in all the prescribed courses in each semester.
- (b) It will be necessary for a candidate to pass each course separately in Internal and External Examinations.
- (c) A candidate is required to pass all the courses of study. If a candidate fails in theory part of all papers of the university examination, he/she will have to re-appear in that theory course in the subsequent examination.
- (d) A candidate is permitted to appear in back papers only in any Two Papers in each semester. Theory or practical shall be considered as one paper, but where a paper consists of both theory and practical, it will be treated as one paper.

- (e) If a candidate fails in internal assessment/ sessional, he/she will be required to improve his/her internal assessment/ sessional marks/grades by doing extra work to the satisfaction of the Director/Principal of the institute. Concerned Faculty Members will assess the candidate for award of revised internal assessment/sessional marks.
- (f) The result of the candidate will be declared when he/she will qualify in all the parts of the concerned paper (Theory +Internal assessment).
- (g) If a candidate fulfils the condition of 75% attendance in theory courses and fulfil the conditions of internal assessment but, does not pass the examination (ESE) in any courses or due to some reasons i.e. her/his own serious illness, accident, or on account of the death of the near relative, or the dates of states/national/ international level examination/ sports and all other extracurricular activities fall on dates of the semester exams or as such cases during the days of examination will be considered as "fail" shall be permitted to appear in such failed courses in odd/even semester/session only when the examination of that semester is due. However, such candidates will have to seek permission for appearing in the examination from Director/Principal on the production of authenticated valid certificate /document from the competent authority.
- (h) All the candidates whose result is delayed in the first semester may be permitted provisionally to attend the second semester. However, they must submit an affidavit duly signed by the notary to the college stating that she/he can be provisionally admitted in the second semester subject to their passing the concerned semester examination. In such case, if the candidate fails to clear all subjects in first semester, her/his admission in the second semester shall stand cancelled.

**4. Eligibility for admission to Lateral Entry to Second Year Course of Bachelor of Hotel Management (BHM) Degree Programme:** In order to attract the interest of budding hospitality professional in the field of hospitality education, there is a provision to promote the passed students of Diploma in Hotel Management Programme directly to the 2<sup>nd</sup> year of Bachelor of Hotel Management (BHM) Programme of Sridev Suman Uttarakhand University. Hotel Management Diploma holders shall be eligible for admission to Second Year Hotel Management Degree Course up to a maximum of 20% of "Approved Intake".

Lateral entry scheme is introduced in this stream to those Hotel Management Diploma holders who are in job after completing their Diploma but wish to continue their study for upgrading their qualifications in this field for a better pursuit. It means, that the candidates may enter the job market in Hospitality industry after diploma and after a job of three years, if she/he wishes to continue to acquire additional credits in Full Time mode in order to complete the requirements of Bachelor Degree in Hotel Management; they may do so to obtain the Bachelor Degree in Hotel Management. However, the student, who has acquired the skills through work experience of not more than three years, can enter the Bachelor stream at an appropriate level. In such a case, a candidate must apply for the Bachelor of Hotel Management Programme within a duration of three years after completing their Diploma programme in Hotel Management.



### 5. Scrutiny and Revaluation:

- Scrutiny shall be allowed in only two theory papers as per the rule of the University.
- Revaluation of theory/practical papers is not permitted.

### 6. Course Fee

#### Diploma in Hotel Management

S. No.	Particulars	Diploma in Hotel Management	
		1 <sup>st</sup> Sem.	2 <sup>nd</sup> Sem.
1.	Admission Fee (including tuition, training lab, activity, enrollment, internet, operational/maintenance and student activity fee)	₹ 25,000	₹ 25,000
	Total	₹ 25,000	₹ 25,000
		₹ Fifty Thousand Only	

### 7. End-Semester Examination Fee

The examination fee for each semester will be same as prescribed by Sridev Suman Uttarakhand University, Badshahi Thaul (Tehri Garhwal), Uttarakhand for the Diploma programmes.

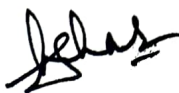
### 8. Academic Session

1. Commencement of Session will be intimated at the time of admission. Institute will be open five/six days a week from Monday to Saturday. Timings of the institute may vary and will be notified on institute notice board.
2. The Institutes cannot be held responsible for non-receipt/late receipt of application forms, selection memos etc. and other correspondence regarding admission.
3. The University reserves the right to postpone or cancel any of the courses/activities without assigning any reason.
4. Any other details not specifically covered by these clauses will be decided by the Vice-Chancellor whose decision will be final.
5. Medium of instruction and examination is English only.

### 9. REGULATIONS OF THE INSTITUTES/COLLEGES OF HOTEL MANAGEMENT

1. Once admission is done, every student must obtain an Identity Card which will be supplied from the Institute/college office. It is must for student to carry the card with her/his photograph affixed on the same and present it for inspection when demanded. Institute/College will not allow students to attend classes and practical's etc. unless she or he has Identity card with her/him.
2. It is must for student to attend theory classes, practical and tutorials of the Institute/college and take active part in group discussions, extempore, symposium and assignments as arranged by the Institute for hands on experience and to equip them with the hospitality trade skills. Students must not absent themselves from any of the Institute's/college curricular and co-curricular activity without the prior permission of the Director/Principal. Such absence without leave may lead to

- loss of exams, since to appear for the semester exams, a Student has to complete to the satisfaction of the Director/Principal the course of study prescribed for the class to which the student belongs.
3. Each student is required to complete 75% attendance failing which she or he will be disqualified from sitting for the final examination. Shortage in attendance can be condoned on Medical grounds (supported by a Medical certificate from a Registered Medical Practitioner produced by a candidate at the time of illness or immediately thereafter) or for any reason deemed satisfied by the Director/Principal.
  4. Conduct of the students in their classes as well as on the premises of the institute should not cause any disturbance to the fellow students or to other classes. The Director/Principal may expel a student whose work or conduct is not satisfactory and the fees paid will be forfeited.
  5. Students must not loiter about the Institute/college premises while the classes are on. Students when free should make use of the Institute's/college Library. Smoking is not permitted inside the Institute's Campus.
  6. Students shall do nothing either inside or outside the Institute/college campus that may in any way interfere with its ordinary administration and discipline.
  7. Students are expected to take proper care of the Institute's or college property and to help in keeping the premises neat and tidy. Any damage done to the property of the Institute/college by disfiguring walls, doors, or breaking furniture fittings etc. is a breach of discipline and liable to severe punishment recovery of loss and fines.
  8. If for any reason the continuance of a student in the institute/college is harmful in the opinion of the Director/Principal. This shall be final, detrimental to the best interest of the Institute/college. The Director/Principal may ask such students to leave the Institute/college without giving reason for his decision.
  9. Absence without leave is considered a breach of discipline and is liable for fines. No leave will be granted without previous application, except in case of illness or emergency. Prior permission must be obtained for all other leave form the Director/Principal who will consider the application on individual merits.
  10. Name of the student, continuously absenting himself for five days without permission, shall be struck off the Institute rolls. The students can be readmitted on a payment of readmission fee of Rs. 1000/- within five working days in case the Director/Principal is satisfied that the absence was due to circumstances beyond the control of the student. A Candidate who does not join the course after depositing the fee for ten continuous working days or a candidate whose name is struck off from the roll of the Institute and he/she does not seek re-admission for 5 working days from the day her/his name was struck off, her/his admission will stand cancelled and seat(s) will be given to the candidate(s) on the list.
  11. All fees paid once will not be returned under any circumstances.
  12. Non-compliance of the rules of the Institute/college can also be dealt by means of suitable fines and disciplinary action.
  13. Candidates are not allowed to do any part time job or any other Course of education along with the training. Defaulter shall be terminated at the sole discretion of Director/Principal.
  14. The Institute's authority cannot accept any liability in respect of any accident a student may sustain while engaged in practical work, vocational work, or due to any other cause.



15. The progress report of student's performance is sent to their parents on a monthly basis. The parents who do not receive the progress report may contact the Director/Principal on any working day.

**15. Institute/College Students' Clothing/Uniform**

Students are required to provide themselves with the prescribed uniform & protective clothing within 15 days of the beginning of the session.

Hotel Management Diploma Uniform		
Theory	Practical	Winters
White Shirt	Chef Coat	Full Sleeves (Black V Neck Sweater)
Black Trousers	Scarf & Apron	Black Coat
Black Tie with college logo	Black Trousers	White Shirt
Black Shoes	Dusters & Kitchen Kit	Black Trousers
Black Socks	Chef's Cap	Black Tie with college logo

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**SCHEME FOR AFFILIATION TO THE INSTITUTE/COLLEGES FOR DIPLOMA PROGRAMME IN HOTEL MANAGEMENT:**

Affiliation for the Diploma Course have been laid down as per the norms of National Council for Hotel Management & Catering Technology (NCHMCT) and All India Council for Technical Education (AICTE). However, keeping in view the geographical conditions of the State, few norms have been proposed for the affiliation for the Diploma Programmes to add value to the capacity building and skill development of the youths of this hilly state to hone their latent skills for the burgeoning hospitality industry. Adherence to the norms and standards will thus be mandatory for any institute/college to qualify for affiliation with the University.

**1. BROAD NORMS/GUIDELINES FOR AFFILIATION:**

- (i) Institutes registered as a Society or an Educational Society or registered as a Trust or under Section 25(1)(A)(B) of Companies Act, either already running the academic programs or newly established, having adequate infrastructure as per Norms & Standards notified by the University may apply in the prescribed format to the University, within prescribed time limit.
- (ii) The applicant institute will be informed about the status whether the Institute is shortlisted for inspection upon scrutiny of application. Institutes not short listed for inspections shall be notified and the application fee shall be refunded by the University.
- (iii) Inspection Committees appointed by the competent authority shall undertake inspections to verify the infrastructural requirements available and the Committee shall submit its report to the Registrar, SDSUV in confidential cover by filling the checklist provided by the University.
- (iv) Expenses towards inspections shall be borne by the applicant institute, which would include local transport, lodging/boarding for inspection team members.
- (v) Based on inspection report and presentation to be made by the authorities of the Institute before the affiliation committee, final recommendation will be submitted by the affiliation committee to the competent authority of the University for Approval. Upon approval of the competent authority, the applicant Institute shall be granted provisional affiliation to begin with for a period of three years which shall be reviewed subsequently on yearly basis, for a maximum period of 5 years. Upon successful implementation of the educational programs and adherence to the terms of agreement for five years, the University may consider the case for regular affiliation of the Institute with a provision of review on three yearly basis.
- (vi) Each Institute granted provisional affiliation shall have to sign an agreement with the University and provide non revocable bank guarantee.

## **2. GUIDELINES FOR AFFILIATION**

The concerned institution/college seeking approval of Sridev Suman Uttarakhand University to run Diploma in Hotel Management (DHM) Programme is required to apply individually as per the norms laid down for approval by the University. Applications shall be processed by way of obtaining an application on payment of Rs. 5,000/- along with the processing fee. The application shall be processed as per the procedure of approval for Diploma courses. Once the application for seeking approval is cleared by the expert visit committee, the Letter of Approval (LoA) shall be issued to the institution/college to run the course within the purview of the University Ordinances. Validity of the Letter of Approval, if issued, shall be for three Academic Years from the date of issue of Letter of Approval. Extension of approval shall be issued separately with the same procedure as it is for the first-time approval. An Expert Visit Committee may be conducted any time before the first batch of students has passed out, to verify the fulfillment of the norms as per norms of the University.

New Institutions granted Letter of Approval shall comply with the appointment of Faculty and Director/ Principal as the case may be, as per Policy regarding minimum qualifications pay scales etc., as prescribed by the UGC/AICTE/NCHMCT. Institutions/Colleges shall appoint Faculty/ Principal/ Director and other Supporting Staff and Administrative Staff strictly in accordance with the methods and procedures of the University/State Government, and as applicable in the case of selection procedures and selection Committees.

## **3. FEE DETAILS:**

For every affiliating institute who wish to affiliate with SDSUV, Uttarakhand for Diploma in Hotel Management Programme shall have to pay the fee as prescribed by the University below.

<b>Course for which institute wish to apply for</b>	<b>Application Fee</b>	<b>Processing fee</b>	<b>FDR*</b>
Diploma in Hotel Management	Rs. 5000	25000 (One-Time) Non-refundable	100000

\* FDR should be in favor of Sridev Suman Uttarakhand University, Badshahithaul (Tehri Garhwal).

### **(i) APPLICATION FEE**

Following application/scrutiny fee will have to be submitted by the applicant Institutes along with the application through Demand Draft drawn in favour of SDSUV payable at Chamba (Tehri Garhwal).

- a) Application Fee for Diploma in Hotel Management Courses - ₹ 5000/-  
 b) Application Scrutiny/Processing Fee - ₹ 25000/-

**4. BANK GUARANTEE VALUE**

Institutes/Colleges granted affiliation by the University will have to furnish the non-revocable Bank Guarantee (FDR) as per value indicated below:

- a) Intake up to 60 students in Certificate Program - Rs. 0.50 lakhs  
 b) Intake up to 60 students in Diploma Program - Rs. 1.00 lakhs  
 c) For each seat in Diploma Course - Rs. 10,000

**5. LAND REQUIREMENT:**

The applicant Institute should possess land as given below, registered in the name of Society/Trust (undisputed) or not less than **10 years of lease** of unitary land, leased by land owner/Central/State Govt. organization, as the case may be. Certain norms have been laid down for the Land/ Built-up area requirement for infrastructural facilities i.e., land, classroom, tutorial rooms and practical labs etc. The Promoter Society/ Trust/ institution shall have the Land as required and has its lawful possession with clear title in the name of the Promoter Society/ Trust/ institution on or before the date of submission of application. However, it has been proposed by the University that any college/institution may have a leased land where the building has been constructed to run the said course of Hotel Management. As stated above, Institution/college may also function in a temporary campus with the provision that that they must have a lease agreement of rented building. Norms for Land requirement and Built-up area for Institution/College shall be as follows:

Programme	Land Area Requirements in Sq. ft.	
	Diploma in Hotel Management	
	Urban	Rural
Hotel Management	2000	3000

Along with the application, the Institute/Society/Trust has to attach one set of registered land documents or registered lease documents.

**5.1. Minimum Built-up Area Requirements:** Although the Institution/College shall be applying for the First Year, the proposal for the Building(s) and the Plans are required to be submitted as under:

- a. Institution/College is required to submit the approved and sanctioned Building Plans from the Competent Authority considering the Total Built-up area as

required to run the Programme(s) and the Division(s)/ Department(s) for the entire duration of the Course.

- b. Institution is required to submit an Occupancy/ Completion Certificate (as applicable) from the Competent Authority clearly stating that the Building(s) is/ are fully developed and ready in all respects for the intended use considering the Total Area as required to run the Programme and the Divisions/ Departments for the Course.

## 5.2. Infrastructure for Running Hotel Management diploma Programme

1. **Cafe/restaurant:** It is must for every hotel management running institute/college to develop the state of the art food and beverage lab, which should be well equipped with all the modern amenities and equipment. Practical trainees must feel delighted and keener to learn and do their practical assignments with great zeal and enthusiasm.
2. **Food Production Lab:** Food production lab should be well equipped with all the latest catering equipments and appliances. The modern and advanced lab must allow students to practice their skills in a professional environment setup by the institute/college to give them a feel of working in the hospitality industry.
3. **Front Office Lab:** Well-designed front office lab with all the modern facilities. This modern lab must provide a professional environment to the students while practising a role play or situation handling in concern with the practicals conducted in front office department. The interiors and luxurious furniture with sophisticated lighting at the lobby area with reception counter is a must to run this programme in a professional manner.
4. **Housekeeping Lab:** The institute/college must also provide housekeeping Practical training in well maintained Guest room and practical lab. The lab should be equipped with all the modern equipment and amenities. Housekeeping department must emphasize on the cleanliness, maintenance and upkeep of all the areas in accordance with the standards maintained in the hospitality industry.
5. **Library:** Well-maintained library with a large collection of text and reference books of hotel management is also required. The library should be based on modern set-up with computer in it which supports study and research. Hotel Management students must be encouraged to use handouts, journals, magazines and periodicals available.
6. **Bakery and Confectionery Lab:** At Bakery and Confectionery Lab, institute/college must ensure to inculcate required skills to make excellent baked products and confectionery.
7. **Computer Lab:** The computer facilities of the Institute/college must cater the needs of students of Hotel Management. The Computer lab should be equipped

with the hardware needed to support teaching and research in areas of expertise within the College.

8. **Mock Bar:** Mock bar may be set up to learn various bar operation, like bar management, bar operation, inventories, building procedure various garnishes etc.
9. **PDP Lab:** Personality development programming lab is the need of hour to be specifically designed to cater to the demands of training courses organized for hotel management institutes in order to improve their functional efficiency for the highly lucrative hospitality industry. Hence, there must be one PDP lab for strong mental built-up through Lecture, group discussion, exercises, games, inventories and case studies.

### 5.3. Instructional Area (Carpet Area) in sq. ft. Area for Institution/Colleges

Infrastructure	Number of Rooms required Carpet Area in Sq. ft. per Room	Number of Rooms required Carpet Area in Sq. ft. per Room
Classrooms/Tutorial Rooms	5	300
Food Production Lab	1	150
Housekeeping Operation Lab	1	150
Front Office Lab	1	200
F& B Service (Advance Training Restaurant)	1	200
Kitchen with Dining Hall	1	200
Computer Center Lab	1	115
Seminar/Conference Hall	1	150
Library & Resource Centre	1	150

Of the Total Number of Classrooms required, at least ONE shall be a Smart Classroom for Personality Development Programme/Module.

\* Norms for affiliation and land requirement shall be as per the SDSUV Ordinances for seeking approval for affiliation.