

# Diploma in Hospitality Management

## Syllabus

**Duration:** 1 Year (2 Semesters) or 18 Months (including 6-month internship)

**Total Credits (typical):** 60–80 credits

**Structure:** Core hospitality subjects + Practical labs + Internship + Soft skills

### **Semester / Term 1 (Foundation & Core Operations)**

- **Introduction to Hospitality Industry**
  - Evolution, types of hotels & establishments
  - Hospitality as a service industry
  - Career opportunities & ethics
- **Front Office Operations**
  - Reservation, reception, registration, guest cycle
  - Front desk procedures, bell service, concierge
  - Property management systems (PMS) basics
- **Housekeeping Operations**
  - Room types, cleaning procedures, laundry & linen management
  - Housekeeping control desk, lost & found
  - Public area cleaning & pest control
- **Food & Beverage Service – I**
  - Types of service (American, Russian, French, English)
  - Table setting, menu knowledge, order taking
  - Beverage service (non-alcoholic & alcoholic basics)
- **Food Production – I (Basic Culinary Skills)**
  - Kitchen organization & hierarchy
  - Basic cuts, cooking methods, stocks, soups, sauces
  - Indian & continental cuisine fundamentals
- **Food & Beverage Production – Hygiene & Safety**
  - Food safety & HACCP principles
  - Personal hygiene, kitchen safety, first aid
- **Communication Skills in Hospitality**
  - Verbal & non-verbal communication
  - Guest handling, telephone etiquette
  - English for hospitality
- **Practical / Labs**
  - Front Office Lab (role plays, PMS simulation)

- Housekeeping Lab (bed making, room cleaning demo)
- Food & Beverage Service Lab (table service, mock bar)
- Food Production Lab (basic cooking sessions)

## **Semester / Term 2 (Advanced Operations & Management)**

- **Food & Beverage Service – II**
  - Banquet & conference service
  - Bar operations & mixology basics
  - Wine & beverage pairing
- **Food Production – II**
  - Advanced Indian & international cuisine
  - Bakery & confectionery basics
  - Quantity food production & menu planning
- **Accommodation Operations Management**
  - Revenue management basics
  - Yield management & occupancy forecasting
  - Guest satisfaction & complaint handling
- **Hospitality Marketing & Sales**
  - Marketing mix in hospitality
  - Sales techniques, promotions, branding
  - Digital marketing for hotels (social media, OTAs)
- **Hospitality Law & Ethics**
  - Hotel & tourism laws (licensing, consumer protection)
  - Food safety regulations, labor laws
  - Ethical practices & sustainability
- **Financial Management in Hospitality (Basics)**
  - Hotel accounting, cost control
  - Budgeting & financial statements
- **Event Management & MICE**
  - Meetings, Incentives, Conferences, Exhibitions
  - Event planning & execution basics
- **Practical / Labs**
  - Advanced F&B Service Lab (banquet setup, bar service)
  - Advanced Food Production Lab (specialty dishes, plating)
  - Event Management Simulation

### **Compulsory Industrial Training / Internship (6 months – Post-Academic or Integrated)**

- Rotatory training in: – Front Office / Reception – Housekeeping – Food & Beverage Service (Restaurant / Banquets) – Kitchen (Hot & Cold sections) – Optional: Sales/Marketing or Event Management
- Logbook, training report, and viva required for completion.

- Minimum 6 months in a 3-star or higher hotel / resort / restaurant chain.

### **Common Structure Notes**

- **Practical Emphasis:** 60–70% of curriculum is hands-on training (labs + internship).
- **Pedagogy:** Classroom theory + kitchen labs + mock restaurant + hotel visits + role plays + industrial training.
- **Assessment:** Theory exams + practical examinations + internal assessment (attendance, projects, viva) + internship evaluation.
- **Eligibility:** 10+2 (any stream) or equivalent; some institutes require entrance test or interview.
- **Career Path:** Front office executive, housekeeping supervisor, F&B service associate, kitchen commis, event coordinator, entry-level hotel management roles.