

NAIPUNNYA INSTITUTE OF HOTEL MANAGEMENT

SYLLABUS
FOR
DIPLOMA IN HOSPITALITY
MANAGEMENT
(DHM)

DIPLOMA IN HOSPITALITY MANAGEMENT(DHM)

Regulation, Scheme & Syllabus 2019

Introduction

The hospitality industry is one of the fast growing industries globally today. The industry needs highly trained professional staff. Diploma in programme in Hospitality Management is designed to meet the varied manpower needs of the different segments of the Hotel and Catering Industry as well as student's entrepreneurship. The programme will provide an all-round training in Hotel Management, coming practical learning with class room lectures, so as to prepare the students to face the challenges of the Hospitality industry. The objective of the 120 hours' diploma programme is to provide theoretical knowledge along with practical skill and proper motivation to build a career in the Hospitality industry.

Course Duration

The diploma programme shall be completed in 4 semesters (SEM 1, 2, 4 & 5) consisting of 120 hours. Each semester shall consist of 30 instructional hours of one day (Tuesday or Wednesday 03:30 pm to 04:30 pm) each week also some special hours can be allotted on holidays on request of the concern faculty.

Eligibility for Admission

The eligibility for admission to the Diploma in Hospitality Management (DHM)) under the Hotel Management programme (BMS – HM) of Naipunnya Institute of Hotel Management/ Naipunnya School of Management, Cherthala is the any subject combination or any other Degree students of Naipunnya School of Management from Commerce & Management Department, Computer Science Department, Language Department Under Naipunnya School of Management pursuing the University of Kerala Degree.

Selection Process

Candidates for admission will be selected on the basis of the Rank List published by NIHM through the admission form or the recommendation from the Parent department of the student.

Requirement of Attendance and Progress

Students who secure a minimum of 75% attendance in the aggregate for all the Certificate Courses of Semester 1, 2, 4 & 5 taken together alone will be allowed to register for End Diploma. Others have to repeat the semester along with the next batch. Failed one will be disqualified for the registration process of DHM

Examination and Results

Examinations will be conducted at the end of Semester 1, 2, 4 & 5. The duration of Examinations will be One hours for SEM 1,4 & 5 having 25 Marks, 01 hour 30 minutes for SEM 02 having 50 Marks.

Pass Mark needed is the 50 % of the maximum mark.

DIPLOMA IN HOSPITALITY MANAGEMENT (DHM)

DURATION – 90 HOURS (SEM I - 30 HOURS, SEM II - 30 HOURS, SEM IV - 30 HOURS &, SEM IV - 30 HOURS)

SCHEME OF EXAMINATION

Pattern of Questions

| Question Type | Total no of Questions | No of Questions to be answered | Marks for each Question | Total Marks |
|----------------------|------------------------------|---------------------------------------|--------------------------------|--------------------|
| Very short answer | 3 | 3 | 1 | 3 |
| Short answer | 2 | 2 | 2 | 4 |
| Short essay | 2 | 2 | 4 | 8 |
| Long Essay | 1 | 1 | 10 | 10 |
| Practical (Sem 2) | 1 | 1 | 35 | 25 |

| Name of the Paper | Courses | Course Code | Examination - Duration | Examination - Mark |
|--------------------------|--|--------------------|-------------------------------|---------------------------|
| Paper 1 (Sem 1) | Business Communication | CC HM 111 | 01 Hour | 25 |
| Paper 2 (Sem 2) | Creative Arts in Bakery & Carving | CC HM 121 | 01 Hour & 30 Minutes | 50 |
| Paper 3 (Sem 4) | Event Management in Hospitality Industry | CC HM 141 | 01 Hour | 25 |
| Paper 4 (Sem 5) | Soft Skill for Interpersonal Development | CC HM 151 | 01 Hour | 25 |

CERTIFICATE COURSE IN BUSINESS COMMUNICATION (CC HM 111)

Introduction:

Total no of hours - **30 hours**

Mode of Examination - **Theory (01-hour exam)**

This is an enabling course which aims to give students a formal and methodical exposure to academic and technical writing and professional communication skills.

Objectives:

1. Managing Business implies coordinating activities of different group
2. Describe aspects of personal and everyday life in both oral and written form
3. Produce short and simple development skills
4. Demonstrate some control of essential communication ability

Key Learning Outcomes:

By the end of the course, the students will be able to:

1. Understand and extract the essential information from a written or spoken text on a business communication
2. . Understand and extract the Job application and resume writing.
3. Control a range of isolated words and phrases dealing with concrete everyday topics like hobbies, shopping, food and eating, weather and seasons, household goods, city and country life, etc.
4. Perform a variety of social functions including greetings, introductions and farewells, making and responding to requests, suggestions, invitations and apologies, conducting simple transactions in shops and offices, asking for and giving directions, etc.
5. Describe people, places, likes and dislikes and daily routines in a series of simple phrases and sentences.
6. Construct short and simple letters or reports to the business people, places and events.
7. Write a clear topic sentence for different business letters.
8. Understand the form and function of the basic official correspondences.
9. Performa range official support through formal and informal writings, preparing reports, letters, memorandum, notices, agenda, minutes etc.
10. Understand and perform the structure and rational of descriptive, narrative, expository and argumentative writing.

Syllabus

Module 1: Nature and Scope of Business Communication

06 Hours

- Introduction
- Nature of Communication, Classification of Communication
- Process of Communication, Purpose of Communication

- Scope of Communication, Function of Communication
- Evaluation of Communication Effectiveness, Organizational Communication

Module 2: Non-verbal Communication

06 Hours

- Introduction
- Characteristics of Non-verbal Communication
- Relationship of Non-verbal Message with Verbal message
- Classification of Non-verbal Communication

Module 3: Oral & Written Communication

06 Hours

- Introduction
- Verbal Communication - Oral
- Verbal Communication - Written
- Different Types of Letter, Essentials of a Business Letter
- Knowing What Qualities as a Bad Letter, The Lay Out of Business Letter, Business Report

Module 4: Job Application & Resume Writing

06 Hours

- Introduction
- Job Application/Covering Letter
- Resume/CV Writing

Module 5: Presentation Skills & Business Etiquette

06 Hours

- Introduction
- Personal Appearance, Grooming & Clothing
- Presentation in a Business, Elements of Presentation
- Ten Steps to a successful Presentation
- Guidelines for the use of visual Aids, Handouts
- Business Greeting, Telephone Etiquette, Dining Etiquette

Books Recommended

- Effective Business Communication, Neera Jain & Shoma Mukheji, Tata McGraw Hill Education Pvt. Ltd.
- Business Communication, M S Ramesh, C C Pttanshetti and Madhuri M Kulkarni, R Chand & Co, Ansari Road, New Delhi.
- Business Communication, R C Bhatia, Ane Books PVT. Ltd, Parwana Bhawan – 24, New Delhi

Sample Question Paper

Reg. No. :
Name :

**BMS Hotel Management Certificate Course Degree Examination,
SEM I – NAIPUNNYA INSTITUTE OF HOTEL MANAGEMENT**

NP-AC-HM- F 54 /I SEM

Certificate Course in Business Communication

Time: 1:00 Hours

Total Mark: 25

SECTION – A

I. Write short answer to the below all questions is one or two sentence each.

Each question carries a mark of 1

(3X1= 3)

- 1.
- 2.
- 3.

Section – B

II. Answer any four question is not exceeding one paragraph each.

Each question carries a mark of 2

(2X2= 4)

- 4.
- 5.

Section – C

III. Answer any four questions is not exceeding 120 words (short essay).

(2X4= 8)

Each question carries a mark of 4

- 6.
- 7.

Section D

Answer the following questions is not exceeding four pages each. (Long essay)

Each question carries a mark of 10

(1X10= 10)

CERTIFICATE COURSE CREATIVE ARTS IN BAKERY & CARVING (CC HM 121)

Introduction:

Total no of hours - **30 hours**

Mode of Examination - **Theory30(minutes), Practical (01 hour)**

This is an enabling course which aims to give students a technical exposure to skill development and professional entrepreneur skills. The approach is practical in demonstration. The course will provide an opportunity to use F & B Production lab based tools for effective product preparation and presentation.

Objectives:

5. Understand the organization chart and kitchen hierarchy of bakery department
6. Describe aspects of different ingredients used in bakery
7. Produce/ understand bread faults and remedies of bakery products
8. Demonstrate the essential of carving occasional

Key Learning Outcomes:

By the end of the course, the students will be able to:

1. Identify and differentiate the small and large equipment used in confectionery
2. Prepare and Present basic sponges
3. Prepare and Present different cookies and biscuits
4. Prepare and Present basic pastries and its derivatives
5. Prepare basic icings, toppings, hot and cold desserts
6. Importance of carving.
7. Care and precautions while doing carving.

Syllabus

Module I: Introduction to Bakery & Confectionery industry

6 Hours

- Introduction to Bakery & Confectionery industry
- Scope of Bakery & Confectionery industry
- Bakery & Confectionery equipments
- Bakery ingredients and raw materials
- Metric and temperature conversations
- Importance of hygiene and safety cleaning of equipment's and machineries
- Bakery terms

Module II: Yeast Products

6 Hours

- **Yeast Products** (Demonstration and practices)

- Rolls and breads
- Sponge and butter cakes
- Biscuits/Cookies
- Doughnuts, pizza, pie.

Module III: Sugar Products

6 Hours

- **Sugar Products** (Demonstration and practices)
- Hot Desserts
- Cold Desserts

Module IV: Carving arts

6 Hours

- Introduction to carving arts
- Scope of carving
- Carving equipment
- Types of carving
 - Simple Carving
 - Vegetable & Fruit carving
 - Non edible displays
 - Miscellaneous carving
- Care and precautions while doing carving- it's storing
- Selection materials for carving

Module V: Demonstration and practices of Carving

6 Hours

Demonstration and practices

- Simple Carving
- Vegetable carving
- Fruit carving
- Non edible displays

Books Recommended

- Practical Cookery, Victor Ceserani& Ronald Kinton, ELBS
- Theory of Catering, Victor Ceserani& Ronald Kinton, ELBS
- Theory of Catering, K.Arora, Frank Brothers
- Modern Cookery for Teaching & Trade Vol. I, Thangam Philip, Orient Longman

Sample Question Paper

Reg. No. :

Name :

**BMS Hotel Management Certificate Course Degree Examination,
SEM II – NAIPUNNYA INSTITUTE OF HOTEL MANAGEMENT**

NP-AC-HM- F 54 /II SEM

Certificate Course CREATIVE ARTS IN BAKERY & CARVING

Time: Practical (1:00 Hours), Theory (30 minutes)

Total Mark: 50

SECTION – A

Write short answer to the below all questions is one or two sentence each.

Each question carries a mark of 1

(3X1= 3)

- 1.
- 2.
- 3.

Section – B

Answer any four question is not exceeding one paragraph each.

a. Each question carries a mark of 2

(2X2=4)

- 4.
- 5.

Section – C

Answer any four questions is not exceeding 120 words (short essay). (2X4= 8)

a. Each question carries a mark of 4

- 6.
- 7.

Section D (1 hour) practical

a. Write the intend of following practical questions and prepare product.

Practical question carries a mark of

(Menu 1= 15) & (Menu 2 = 20)

8. Menu 1(two Carving) & Menu 2 (& one bakery product)

CERTIFICATE COURSE IN EVENT MANAGEMENT IN HOSPITALITY INDUSTRY (CC HM 141)

Introduction:

Total no of hours - **30 hours**

Mode of Examination - **Theory (01-hour exam)**

This is an enabling course which aims to give students a formal and technical exposure to professional MICE skills. The approach is practical in nature. The course will provide an opportunity to understand effective document preparation and presentation of MICE.

Objectives:

1. Understand simple range of MICE
2. Understand the aspects of professional Event Management arrangements.
3. Demonstrate some control of essential basic necessities, structures with event or theme preparations.

Key Learning Outcomes:

By the end of the course, the students will be able to:

1. Understand and extract the essential information of event management.
2. Perform a variety of different functions including Business meeting arrangements, orientation and farewells, invitations in food festival, etc.
3. Understand people, places, likes and dislikes and series of wats in events.
4. Understand the form and function of the basic official preparations.
5. Performa range official support through formal and informal writings, preparing reports, letters, agenda, accounts summery etc.

Syllabus

Module I: Fundamentals of Event Management

6 Hours

- Introduction to Meetings and Event Management
- Categories & Definitions
- Fundamentals of Event Management
- Objectives of Event Management
- Creating Timeline and checklist

Module II: Steps for planning an event

6 Hours

- Steps for planning an event
- Budget
- Marketing
- Arranging guest
- Stage Management

- Other consideration: Entertainment; Photography/Video coverage management.

Module III: Creating the atmosphere in Events

6

Hours

- Room Setup
- Registration area setup and ticket sale
- Flower arrangement
- Different styles of flower arrangement.
- Theme decoration for various occasion similarities & uniqueness.

Module IV: Food and Beverage

6

Hours

- Know your audience
- Guarantee your numbers
- Working with venue and caterer
- Cost cutting suggestions

Module V: Contract and Insurance

6

Hours

- Creating a contract
- Amending a contract
- Expect the unexpected
- Venues, audio visual, food and beverages
- Signing foreign contracts
- Insurance

Books Recommended

- Food & Beverage Service –Lillicrap& Cousins, ELBS
- Modern Restaurant Service –John Fuller, Hutchinson
- Introduction F& B Service-Brown, Heppner &Deegan
- Hotel House Keeping Operations and Management, Mr. G Raghubalan, Smritee Raghubalan,Oxford Higher Education
- Front office operations by Colin Dix &Chirs Baird
- Successful Event Management- Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-10: 1844800768
- Management Of Event Operations (Events Management), Julia Tum, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Fl); Pap/Cdr Edition (January 8, 2007)
- The Complete Guide To Successful Event Planning - Shannon Kilkenny, Publisher: Wiley & Sons, India (May 1992)

Sample Question Paper

Reg. No. :

Name :

**BMS Hotel Management Certificate Course Degree Examination,
SEM IV – NAIPUNNYA INSTITUTE OF HOTEL MANAGEMENT**

NP-AC-HM- F 54 /IV SEM

CERTIFICATE COURSE IN EVENT MANAGEMENT IN HOSPITALITY INDUSTRY

Time: 1:00 Hours

Total Mark: 25

SECTION – A

Write short answer to the below all questions is one or two sentence each.

Each question carries a mark of 1

(3X1= 3)

- 1.
- 2.
- 3.

Section – B

Answer any four question is not exceeding one paragraph each.

Each question carries a mark of 2

(2X2= 4)

- 4.
- 5.

Section – C

Answer any four questions is not exceeding 120 words (short essay).

(2X4= 8)

a. Each question carries a mark of 4

- 6.
- 7.

Section D

Answer the following questions is not exceeding four pages each. (Long essay)

- 8.

Each question carries a mark of 10

(1X10= 10)

CERTIFICATE COURSE IN SOFT SKILL FOR INTERPERSONAL DEVELOPMENT (CC HM 151)

2017 Admissions

Introduction: Soft skills comprise pleasant and appealing personality traits as self-confidence, positive attitude, emotional intelligence, social grace, flexibility, friendliness and effective communication skills. It represents a fundamental attribute that today's knowledge based economy is demanding from its employers, employees and businesses. For up gradation individuals and organizations must be prepared to develop and utilize new skills.

Total no of hours - **30 hours**

Mode of Examination - **Theory (01-hour exam)**

Objective:

To create a unique academic space of global reckoning, nurturing the finest management thinking, creating innovative, futuristic, socially responsible and environmentally sensitive practitioners, leaders and educators

Key Learning Outcomes:

By the end of the course, the students will be able to:

The purpose of this course is to offer students an opportunity to inculcate social responsibility and environmental sensitivity by bridging community-institution gaps by working actively towards creating social good. SDPs provide an opportunity for students to advance their learning while working with organizations and people, who work for social welfare. Such organizations operate from social benefit perspective. They are often unable to manage their strategic and managerial challenges to ensure sustainability and scalability of their efforts. The objective of social development project (SDP) is to help such organizations and people in their efforts. In the process, students get an opportunity to appreciate and understand the problems of organizations working for social welfare.

Syllabus

Module I:

6 Hours

- Anger Management
- Behavioral Skills
- Business/ Corporate Etiquettes
- Body Language
- Coaching & Mentoring

Module II:

6 Hours

- Effective Leadership
- Email Etiquette
- Emotional Intelligence
- Group Dynamics

- Handling Rejections

Module III:

6 Hours

- Presentation Skills (Preparing and delivering presentation)
- Problem Solving
- Public Speaking
- Stress Management
- Team Building.

Module IV:

6 Hours

- Customer Service Excellence
- Delegation of Work/Duty
- Motivation
- Negotiation Skills
- Presentation Skills (Preparing and delivering presentation)

Module V:

6 Hours

- Interview Techniques (From Interview Point of View)
- Team Management
- Time Management
- Working within Team
- Writing winning proposals

Books Recommended/ References

Agreement with an outside agency for the better training

CERTIFICATE COURSE IN SOFT SKILL FOR INTERPERSONAL DEVELOPMENT

2018 Admissions onwards

Introduction: Soft skills comprise pleasant and appealing personality traits as self-confidence, positive attitude, emotional intelligence, social grace, flexibility, friendliness and effective communication skills. It represents a fundamental attribute that today's knowledge based economy is demanding from its employers, employees and businesses. For up gradation individuals and organizations must be prepared to develop and utilize new skills.

Total no of hours - **30 hours**

Mode of Examination - **Theory (01-hour exam)**

Objective:

To create a unique academic space of global reckoning, nurturing the finest management thinking, creating innovative, futuristic, socially responsible and environmentally sensitive practitioners, leaders and educators

Key Learning Outcomes:

By the end of the course, the students will be able to:

The purpose of this course is to offer students an opportunity to inculcate social responsibility and environmental sensitivity by bridging community-institution gaps by working actively towards creating social good. SDPs provide an opportunity for students to advance their learning while working with organizations and people, who work for social welfare. Such organizations operate from social benefit perspective. They are often unable to manage their strategic and managerial challenges to ensure sustainability and scalability of their efforts. The objective of social development project (SDP) is to help such organizations and people in their efforts. In the process, students get an opportunity to appreciate and understand the problems of organizations working for social welfare

Syllabus

Module I: Interview Skills

6 Hours

- Types of Interviews
- Phase of an Interview
- Questions at Interviews
- Online/ Telephonic Interview
- Mock Interviews

Module II: Group Discussions

6 Hours

- Strategies in a GD
- Process of a GD
- Structuring a GD
- Uses of appropriate body language

- Group discussions - Exercises

Module III: Public Relations and Telephonic Skills

6 Hours

- Interpersonal skills at the work place
- Etiquette
- Telephone Skills
- Stress Management

Module IV: Soft Skill for Team Building

6 Hours

- Characteristic of good team
- Team building
- Soft Skills for team building
- Making an effective team

Module V: Relationships in the Professional World

6 Hours

- Personality types
- Professional etiquette
- Responsibilities and rights of professionals
- Managing multiple roles
- Time Management

Books Recommended

- English for Carrers, Pearson, MG University Kerala

Sample Question Paper

Reg. No. :

Name :

**BMS Hotel Management Certificate Course Degree Examination,
SEM IV – NAIPUNNYA INSTITUTE OF HOTEL MANAGEMENT**

NP-AC-HM- F 54 /IV SEM

CERTIFICATE COURSE IN SOFT SKILL FOR INTERPERSONAL DEVELOPMENT

Time: 1:00 Hours

Total Mark: 25

SECTION – A

Write short answer to the below all questions is one or two sentence each.

Each question carries a mark of 1

(3X1= 3)

- 1.
- 2.
- 3.

Section – B

Answer any four question is not exceeding one paragraph each.

Each question carries a mark of 2

(2X2= 4)

- 4.
- 5.

Section – C

Answer any four questions is not exceeding 120 words (short essay).

(2X4= 8)

a. Each question carries a mark of 4

- 6.
- 7.

Section D

Answer the following questions is not exceeding four pages each. (Long essay)

- 8.

Each question carries a mark of 10

(1X10= 10)