

GOVERNMENT OF THE PUNJAB

TECHNICAL EDUCATION & VOCATIONAL  
TRAINING AUTHORITY



CURRICULUM FOR  
**DIPLOMA IN HOTEL OPERATIONS**

**(2 – Years Course)**

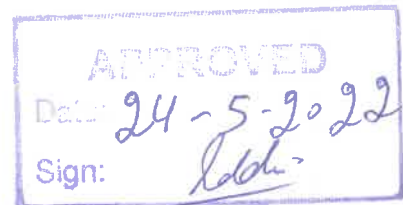
Revised May, 2022

CURRICULUM SECTION  
**ACADEMICS DEPARTMENT**

96-H, GULBERG-II, LAHORE

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## TRAINING OBJECTIVES

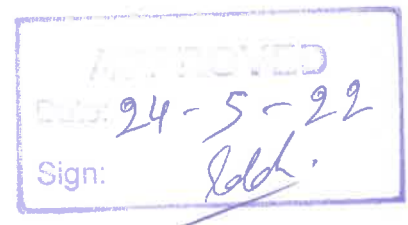
The diploma in hotel operations (DHO) has been designed to meet the needs of applicants considering entry into operational positions within the hospitality industry. This comprehensive program provides the students with a broad practical understanding of hotel operations management.

The supervisory level of the employees is considered as the backbone of hospitality operations. A combination of theory and practical, DHO equips the students with the skills and knowledge to provide opportunities to enter at supervisory positions in the hospitality industry locally and international including food and beverage and front office.

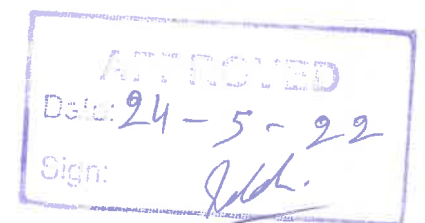
The demand of the supervisory level professionals is multiplying day by day due to the ever-expanding hospitality industry across the world. Successful students are likely to find the best employment opportunities in important roles in the food & beverage and rooms division in the leading hotel chains of the world.

## CURRICULUM SALIENTS

Name of Course	Diploma in Hotel Operations
Duration of Course	2 Years
Training Methodology	Theory 60%
	Practical 40%
Entry level	Matriculation
Medium of Instruction:	English and Urdu



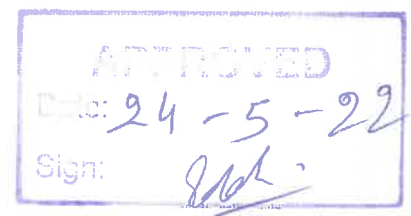
# 1<sup>st</sup> Year



## SKILL PROFICIENCY DETAILS

On successful completion of this course, trainee should be able to:

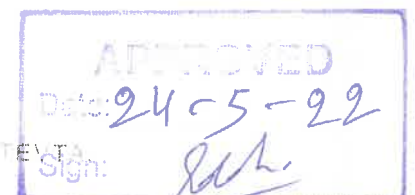
1. Prepare and serve hot and cold beverages.
2. Greet and seat the guest & respond to dissatisfied guests.
3. Prepare carts for room services operation.
4. Take restaurant reservation.
5. Identify the guest needs during guest service.
6. Lift and carry trays, bus tubs, or dish racks, serve water.
7. Present and settle the guest check.
8. Remove lounge furniture at the end of shift, for restaurant deep cleaning.
9. Use the front desk computer system, printers, scanner, telephone system and photocopy machine.
10. Prepare the arrival list for housekeeping operation.
11. Organize the front desk and prepare for check-in.
12. Prepare and use an arrivals list.
13. Process guest check-in and check-out at the front office.
14. Promote hotel special packages and facilities.
15. Proper use of effective sales techniques.
16. Identify the output and input devices in a computer system.
17. Add or remove software and hardware in computers.
18. Use of the tools for making duty roster, emails and inventory record in a computer system.
19. Cash out the guest check through using POS (Point of Sale).
20. Identify the recommended chemical for cleaning process.



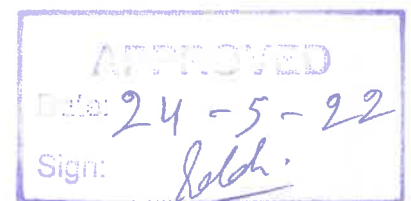
## KNOWLEDGE PROFICIENCY DETAILS

On successful completion of this course, trainee should be able to:

1. Explain the concept of tourism and hospitality industry and its scope in the recent world.
2. Explain why people travel, and identify internal (“push”) factors and external (“pull”) factors that influence their decisions to travel.
3. Describe economic and other factors that affect international, national, and local travel and tourism.
4. Describe the diversity of career opportunities available in food service industry.
5. Explain the classification and features of the different rooms and its rates.
6. Describe the hotel organization chart of mid-scale hotel and large hotel.
7. Describe the primary responsibilities of the front office department.
8. Explain the concept and difference between franchise and chain hotel / restaurant operation.
9. Explain the discrepancy report in hotel and its effective management.
10. Describe the processes for providing customer and personal services.
11. Describe the process of franchising and difference between the franchiser and franchisee.
12. Describe the product knowledge to guest during ordering taking.
13. Explain the responsibilities of server in bar, restaurant, hotel, food and beverage operation.
14. Explain the chef special items and its description.
15. Describe the food hazard and sanitation rules in food and beverage operation.
16. Define the basic terminologies of computer.
17. Explain the positive and productive use of internet & electronic mail.
18. Explain the use of PMS (property management system) and its importance in hotel operation.



19. Define the use of excel, power point and word in the routine hospitality operation.



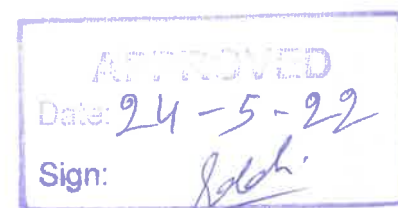
**SCHEME OF STUDIES****Diploma in Hotel Operations  
(2 – Years Course)****(1<sup>st</sup> Year)**

S.No	Main Topic	T	P	C
1	English (I)	2	0	2
2	Urdu (I)	2	0	2
3	Islamic Studies / Civics (for Non-Muslim)	1	0	1
4	The Lodging & Food Service Industry – I	2	0	2
5	Food & Beverage Division – I	2	3	3
6	Rooms Division – I	2	3	3
7	Computer Fundamentals	1	3	2
<b>Total</b>		<b>12</b>	<b>9</b>	<b>15</b>

Note: (1) 32 Hour for theory = 1 credit = 50 marks

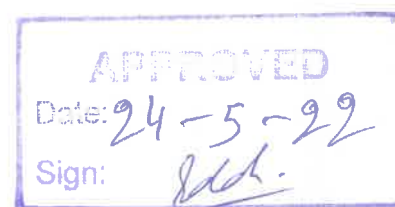
96 hour for practical = 1 credit = 50 marks

(2) Research Project-I will be completed during whole session and Sessional marks will be awarded according to performance of the Student.




**DETAIL OF COURSE CONTENTS****Diploma in Hotel Operations (DHO)  
(2-Year Course)****(1<sup>st</sup> Year)**

S. No	Detail of Topics	Theory Hours	Practical Hours
1.	<b>English (A)</b> 1.1 The detail course outline of the subject of English will be the same as of the board of intermediate and secondary education.	64	0





S. No	Detail of Topics	Theory Hours	Practical Hours
2.	<b>Urdu (A)</b> 2.1 The detail course outline of the subject of Urdu will be the same as of the board of intermediate and secondary education	64	0

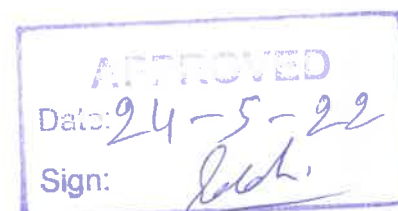
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S. No	Detail of Topics	Theory Hours	Practical Hours
3.	<b>Islamic Studies</b> 3.1 the detail course outline of the subject of Islamic studies / civics ( for non-Muslim) will be the same as of the board of intermediate and secondary education	32	0

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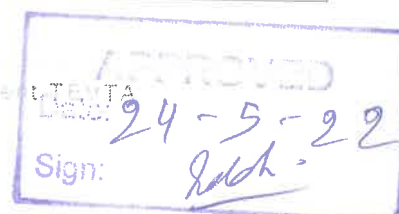
S. No	Detail of Topics	Theory Hours	Practical Hours
4.	<b>The Lodging &amp; Food Service Industry - I</b>	64	0
	<b>4.1 The World of Hospitality</b>	10	
	4.1.1 The travel & tourism industry.		
	4.1.2 Why people travel.		
	4.1.3 Where people travel.		
	4.1.4 Economic & other impact of tourism.		
	4.1.5 Ecotourism/Adventure travel.		
	<b>4.2 Career Opportunities</b>	10	
	4.2.1 Career in lodging industry.		
	4.2.2 Career in food service industry.		
	4.2.3 Education for hospitality management careers.		
	4.2.4 The nature of hospitality.		
	<b>4.3 The Lodging Industry</b>	15	
	4.3.1 The early history of lodging in Europe & America.		
	4.3.2 The origins of the Europe lodging Industry.		
	4.3.3 The early history of hotels in US.		
	4.3.4 Independents and chains.		
	4.3.5 Lodging industry development in 1960s.		
	4.3.6 American resorts.		
	4.3.7 International resorts.		
	4.3.8 The early history of Caribbean hotels.		
	<b>4.4 The Globalization Of The Lodging Industry</b>	9	
	4.4.1 Franchising.		
	4.4.2 Lodging industry developments in 1970s.		
	4.4.3 Lodging in the volatile 1980s and beyond.		
	4.4.4 A view of lodging industry around the world.		

	<p><b>4.5 The Organization And Structure of Lodging Operations</b></p> <p>4.5.1 Size &amp; scope of the hospitality industry locally and international.</p> <p>4.5.2 American hotel classifications.</p> <p>4.5.3 European hotel market segments and hotel types.</p> <p>4.5.4 Organization of American hotels.</p> <p>4.5.5 Organization of European hotels.</p> <p>4.5.6 The importance of cooperation.</p> <p><b>4.6 The Growth &amp; Development of Food Service</b></p> <p>4.6.1 Food service in America.</p> <p>4.6.2 Food service in Europe.</p> <p>4.6.3 Food service in Asia &amp; Middle East.</p> <p>4.6.4 Modern food service in America.</p> <p>4.6.5 Modern food service in Europe.</p> <p>4.6.6 Franchising development in food service.</p> <p>4.6.7 Management companies in institutional food service.</p>	10	
		10	



S. No	Detail of Topics	Theory Hours	Practical Hours
5.	<b>Food &amp; Beverage Division - I</b>	<b>64</b>	<b>96</b>
	<b>5.1 Function of Food and Beverage Department in a Hotel.</b>	<b>08</b>	<b>12</b>
	5.1.1 Food and beverage staff of hotel.		
	5.1.2 Organization structure of food and beverage department.		
	5.1.3 Organization structure of restaurant.		
	5.1.4 Organization structure of BAR.		
	5.1.5 Organization structure of Banquet.		
	5.1.6 Organization structure of Kitchen.		
	5.1.7 Team work in a food and beverage operation.		
	<b>5.2 Server Attributes &amp; Skills.</b>	<b>08</b>	<b>12</b>
	5.2.1 Required traits food service staff.		
	5.2.2 Importance of personal hygiene in food and beverage operation.		
	5.2.3 Punctuality and honesty in food service operation.		
	5.2.4 Positive attitude toward guest.		
	5.2.5 Telephone courtesy skills.		
	5.2.6 Procedure of restaurant reservation.		
	5.2.7 Basic food preparations terms.		
	5.2.8 Importance of computerized point of sale equipment's (POS)		
	5.2.9 Product knowledge in food and beverage operation.		
	5.2.10 Communication skills for positive guest experience.		

<p><b>5.3 Food Service Equipment</b></p> <p>5.3.1 Introduction of required equipment for food and beverage operation.</p> <p>5.3.2 Different types of restaurant furniture.</p> <p>5.3.3 Knowledge of different size of banquet tables and chairs.</p> <p>5.3.4 Uses of different linen in restaurant and banquet operation.</p> <p>5.3.5 Different types of glassware in food service operation.</p> <p>5.3.6 Different types of silverware in food service operation.</p> <p>5.3.7 Different types of chinaware in food service operation.</p> <p>5.3.8 Function of pantry area in restaurant and banquet operation.</p> <p>5.3.9 Disposable dinnerware in food and beverage industry.</p> <p>5.3.10 Advantage and disadvantages of disposable dinnerware.</p> <p>5.3.11 Service and bussing tray, their sizes and uses.</p> <p>5.3.12 Special and miscellaneous equipment and their uses in food and beverage industry.</p>	08	12
<p><b>5.4 Style of Service In Food and Beverage Operation</b></p> <p>5.4.1 Counter service.</p> <p>5.4.2 Advantages &amp; limitation of counter service.</p> <p>5.4.3 Plate service</p> <p>5.4.4 Advantages &amp; limitation of plate service.</p> <p>5.4.5 Cart Service.</p>	08	12



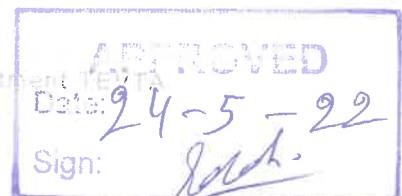
<p>5.4.6 Advantages &amp; limitation of cart service.</p> <p>5.4.7 Platter service.</p> <p>5.4.8 Advantages &amp; limitation of platter service.</p> <p>5.4.9 Family style service.</p> <p>5.4.10 Advantages &amp; limitation of family style service.</p> <p>5.4.11 Buffet service.</p> <p>5.4.12 Advantages &amp; limitation of buffet service.</p> <p>5.4.13 Uses of scramble system in buffet service.</p> <p>5.4.14 Cafeteria service.</p> <p>5.4.15 Advantages &amp; limitation of cafeteria service.</p> <p>5.4.16 Room service operation.</p> <p>5.4.17 Factors influencing style of service.</p> <p>5.4.18 Role of staff empowerment in food and beverage operation.</p> <p><b>5.5 Responsibilities of Food Server in a Restaurant.</b></p> <p>5.5.1 Preparation of restaurant setup for service.</p> <p>5.5.2 How to greet the guest on arrival.</p> <p>5.5.3 How to create a friendly atmosphere.</p> <p>5.5.4 Completing service and thanking guests.</p> <p>5.5.5 Helping coworker as needed.</p> <p>5.5.6 Importance of team work in food service operation.</p> <p>5.5.7 Importance of superior performance standards for food server.</p> <p>5.5.8 Procedure of stock side station.</p> <p>5.5.9 Provide service for children.</p> <p>5.5.10 Procedure of order taking.</p> <p>5.5.11 Suggestive selling and upselling during order taking and after dinner items.</p>	<p>08</p>	<p>12</p>
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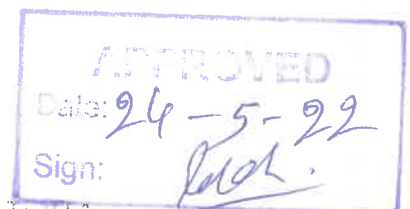
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<p>5.5.12 Sequence of food service according to standard procedure.</p> <p>5.5.13 Present the guest check and settle the guest check according to restaurant recommended mode of payments.</p> <p>5.5.14 Difference between house account and city account.</p> <p>5.5.15 Procedure to reset the table for new guest.</p> <p>5.5.16 Closing side work duties</p>		
<p><b>5.6 Busperson Primary Responsibilities</b></p> <p>5.6.1 Required superior performance standard for busperson.</p> <p>5.6.2 Perform opening side work tasks.</p> <p>5.6.3 Inspecting and stock chinaware for food service operation.</p> <p>5.6.4 Anticipate guest needs.</p> <p>5.6.5 Prepare tables for food service.</p> <p>5.6.6 Importance of check the napkin stock and fold them according to different service needs.</p> <p>5.6.7 Prepare the side stations and food service operation.</p> <p>5.6.8 Importance of bus soiled dishes throughout operation.</p> <p>5.6.9 Handle soiled linens in a restaurant.</p> <p>5.6.10 Required perform closing side works.</p>	08	12
<p><b>5.7 Banquet Operation</b></p> <p>5.7.1 Superior performance standard for banquet staff.</p> <p>5.7.2 Banquet server responsibilities.</p> <p>5.7.3 Importance of banquet event order (BEO) /</p>	08	12



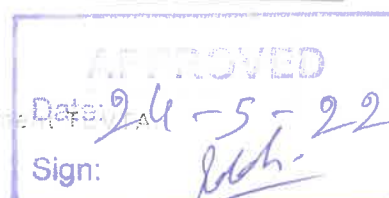


	<p>function sheet.</p> <p>5.7.4 Promote restaurants and other facilities of hotel during banquet operation.</p> <p>5.7.5 Standard place setting arrangements in banquet.</p> <p>5.7.6 Procedure to prepare different condiments container for banquet operation.</p> <p>5.7.7 End of shift duties in banquet operation.</p> <p>5.7.8 Buffet setting according to banquet SOPs. (Standard operating procedures).</p> <p>5.7.9 Procedure to setup bar in banquet operation.</p> <p><b>5.8 Different Types of Seating Plan in Banquet Operation.</b></p> <p>5.8.1 Round table seating style setup.</p> <p>5.8.2 Crescent / half-moon seating style setup.</p> <p>5.8.3 Conference / boardroom style setup.</p> <p>5.8.4 Auditorium / boardroom style setup.</p> <p>5.8.5 Herringbone / fishbone banquet setup.</p> <p>5.8.6 Opening side work tasks in banquet.</p> <p>5.8.7 Hollow square setup.</p>	08	12
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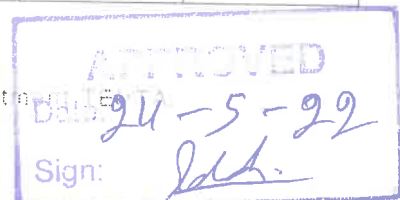


S. No	Detail of Topics	Theory Hours	Practical Hours
6.	<b>Rooms Division - I</b>	<b>64</b>	<b>96</b>
	<b>6.1 The Hospitality Industry</b>	04	15
	6.1.1 The relationship between the tourism & hospitality industry.		
	6.1.2 Organization structure of hotel		
	<b>6.2 Classification of Hotels According to the Target Market.</b>	06	15
	6.2.1 Commercial hotels		
	6.2.2 Airport hotels.		
	6.2.3 Suite hotels.		
	6.2.4 Resort hotels.		
	6.2.5 Bed & breakfast hotels		
	6.2.6 Casino hotels.		
	6.2.7 Conference hotels.		
	<b>6.3 Different Level of Services Hotel Provides.</b>	06	10
	6.3.1 World class services.		
	6.3.2 Upscale service.		
	6.3.3 Mid-range service.		
	6.3.4 Economy / limited service.		
	<b>6.4 Classification of Hotel Functional Areas</b>	06	05
	6.4.1 Revenue centers.		
	6.4.2 Cost centers/support center.		
	6.4.3 Front of the house department.		
	6.4.4 Back of the house department.		
	<b>6.5 Classification of Guest According to their Purpose of Traveling.</b>	06	05
	6.5.1 Business travelers.		
	6.5.2 Pleasure / leisure travelers.		
	6.5.3 Group travelers.		

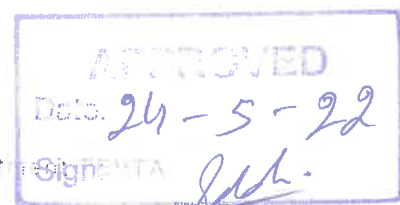
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6.5.4 Foreign travelers.		
<b>6.6 Front Office Department In Hotels</b>	06	20
6.6.1 Organizational structure of front office department.		
6.6.2 Key functions of front office department.		
6.6.3 Reservation center.		
6.6.4 Telecommunication center.		
6.6.5 Uniformed service of front office.		
6.6.6 Front office work shift schedule.		
<b>6.7 Stages of the Guest Arrival</b>	08	05
6.7.1 The pre arrival stage of the guest cycle.		
6.7.2 The arrival stage of the guest cycle.		
6.7.3 The occupancy stage of guest cycle.		
6.7.4 The departure stage of guest cycle.		
6.7.5 Front office activities during guest cycle		
6.7.6 Pre – arrival activities.		
6.7.7 Arrival activities.		
6.7.8 Occupancy activities.		
6.7.9 Departure activities.		
<b>6.8 The Room Reservations Department</b>	08	05
6.8.1 Function of reservation department.		
6.8.2 Sources of reservation in hotel.		
6.8.3 Center reservation system.		
6.8.4 Reservation agents.		
6.8.5 Affiliate reservation networks.		
6.8.6 Cluster reservation offices.		
6.8.7 Global distribution system (GDS).		
6.8.8 Different type of reservation system.		
6.8.9 Different types of guaranteed reservation.		
6.8.10 Payment guaranteed reservation.		
6.8.11 Payment card guaranteed reservation.		



6.8.12 Advance deposit guaranteed reservation.		
6.8.13 Corporate guaranteed reservation.		
6.8.14 Non – Guaranteed reservation.		
<b>6.9 The Registration Process</b>	<b>08</b>	<b>10</b>
6.9.1 Front office computer applications.		
6.9.2 Function of property management software (PMS) in hotels.		
6.9.3 Room management software.		
6.9.4 Preregistration activities.		
6.9.5 Creating the registration record.		
6.9.6 Assigning the room and rate to the guest.		
6.9.7 Establishing the method of payment.		
6.9.8 Verifying the guest identity for registration process.		
6.9.9 Issuing the room key to the guest.		
6.9.10 Filling and note done the special guest needs.		
6.9.11 Factors affect the room rates.		
6.9.12 Different type of meals plan.		
6.9.13 American plan (AP)		
6.9.14 Modified American meal plan (MAP)		
6.9.15 All inclusive plan		
6.9.16 European plan (EP)		
<b>6.10 Telecommunication &amp; Communications</b>	<b>06</b>	<b>06</b>
6.10.1 Interdepartmental communications		
6.10.2 Function of call accounting system (CAS)		
6.10.3 Function of private branch exchange (PPX)		
6.10.4 The room discrepancy report		



S. No	Detail of Topics	Theory Hours	Practical Hours
7.	<b>Computer Fundamentals</b>	<b>32</b>	<b>96</b>
	<b>7.1 Introduction to Computer</b>	<b>6</b>	<b>19</b>
	7.1 Classification of compute.		
	7.2 Hardware and software & their types.		
	7.3 Characteristics of personal computer.		
	7.4 Introduction to Microsoft windows.		
	7.5 Keyboard shortcuts keys for Microsoft windows.		
	7.6 File management.		
	7.7 Standard desktop menus, settings and customized desktop.		
	7.8 View hardware information & add /remove hardware add/remove software.		
	7.9 Printer setup.		
	<b>7.2 MS Word</b>	<b>6</b>	<b>18</b>
	7.2.1 Introduction to Microsoft word		
	7.2.2 The menu bar and commands / ribbons / groups & commands		
	7.2.3 Entering text, undo & redo		
	7.2.4 Saving opening files in word documents		
	7.2.5 Correcting mistakes and formatting text		
	7.2.6 Writing styles		
	7.2.7 Formatting with fonts, spacing & alignments		
	7.2.8 Printing		
	7.2.9 Working with table		
	7.2.10 Page setup		
	7.2.11 Insert a picture		
	7.2.12 Home (clipboard, font, paragraph, style, editing etc.)		
	7.2.13 Insert (page, table, illustration, links, header & footer, etc.)		

	<p>7.2.14 Page layout (Themes, page setup, page back ground etc.)</p> <p>7.2.15 Review (proofing, commands, &amp; protection etc.)</p> <p>7.2.16 View (document views, show/hide, window etc.)</p> <p>7.2.17 Short cut keys used in Microsoft word</p> <p>7.2.18 Exercises based on real world context (business letter writing, memo writing, cv writing)</p> <p><b>7.3 Microsoft Excel</b></p> <p>7.3.1 Introduction to Microsoft excel</p> <p>7.3.2 Home (clipboard, font, alignments, number, style, cells, editing etc.)</p> <p>7.3.3 Insert (tables, illustration, charts, links, and text box etc.)</p> <p>7.3.4 Page layout (themes, page setup, scale to fit sheet option, Arrange, getting data into excel, importing text files, using The freeze/unfreeze panes functionality, using the zoom functionality, using hot keys etc.)</p> <p>7.3.5 Managing rows and columns</p> <p>7.3.6 Finding, replacing, sorting data</p> <p>7.3.7 Work sheet, calendar, inventory sheet</p> <p>7.3.8 Working with data and hyperlinks, cell references</p> <p>7.3.9 Formulas (addition, subtraction, multiplication, division, if then, for next, then and, or, not, date &amp; time, now, today, Median, mode, minimum, maximum, sum, etc.)</p> <p>7.3.10 Working with data using basic functions. (Constants, formulas &amp; cell references, understanding The order of operations, using formulas with dates &amp; text, linking cells &amp; using comparison operators, creating an absolute reference, defining named ranges, exploring the function library, using the auto sum function harts, column, line, pie, bar, pictures, smart art, clip art, format picture, Object, symbols etc.)</p>	<p>06</p>	<p>20</p>
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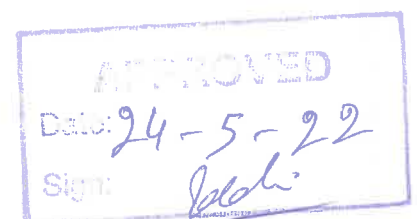
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Date: 24-5-22

Sign: *[Signature]*

	<p><b>7.4 MS Power Point</b></p> <p>7.4.1 Introduction to Microsoft Power Point</p> <p>7.4.2 Understands the basics: (setting themes, color schemes, fonts &amp; effects, modifying slide masters and layouts, choosing background styles, creating custom slide layouts, starting the presentation, adding slides, working with the outline pane, adding slides from text files, editing slides using copy &amp; paste)</p> <p>7.4.3 Formatting text: (the font dialog box, applying text fills &amp; effects, paragraph settings, using tabs &amp; indent markers.)</p> <p>7.4.4 Use drawing tools: inserting &amp; modifying shapes, using the picture fill, using the gradient fill, applying shape effects, arranging shapes).</p> <p>7.4.5 Use pictures: (inserting pictures, using the clip art pane, formatting &amp; arranging images, creating a photo album)</p> <p>7.4.6 Work with smart art: (converting text to smart art, formatting smart art diagrams, modifying smart art diagrams)</p> <p>7.4.7 Create tables and charts: (creating a table, formatting a table, creating a chart, adjusting the design &amp; layout of a chart, additional formatting options for charts)</p> <p>7.4.8 Use animation: (types of animations, animating text, animating auto shapes, animating charts, animating tables, , animating smart-art, combining animations, creating trigger animations, applying slide transitions)</p> <p>7.4.9 Add multimedia: (adding sound, adding video, adding flash)</p> <p>7.4.10 Show presentation: (opening in slide show view, navigating with the keyboard, using presenter view, printing handouts &amp; speaker notes)</p>	07	19
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<b>7.5 Internet &amp; Electronic Mail</b>	<b>07</b>	<b>20</b>
7.5.1 Introduction to www (world wide web)		
7.5.2 Internet browsers (internet explorer, opera, chrome etc.)		
7.5.3 Select a link & search a web		
7.5.4 Introduction to e-mail		
7.5.5 Create a message		
7.5.6 Send and receive e-mail		
<b>Total</b>	<b>384</b>	<b>288</b>



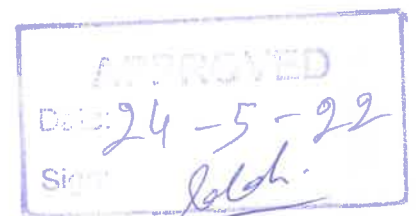


## LIST OF PRACTICALS

### 1<sup>st</sup> Year

#### Food & Beverage Division – I

1. Setup the restaurant for A la-carte and buffet menu.
2. Perform 10 styles of napkin folding.
3. Greet and seat the guest.
4. Lift and carry the tray.
5. Perform water pouring through jug and bottles.
6. Take food order from guest.
7. Prepare and serve hot beverages (tea, coffee & hot chocolate).
8. Open and serve the champagne.
9. Serve the food according to the service sequence.
10. Remove the table setup.
11. Set the room service cart for room service order.
12. Refill the condiments container.
13. Collect soiled dishes from the guest room.
14. Setup the small buffet in the guest room.
15. Restock room service supplies in the room service pantry area.
16. Fill the BAR requisition book.
17. Setup the trays and dishes for hors d'oeuvres (one bite food / starters / appetizers).
18. Wash and polish the glasses.
19. Serve the hot beverages.
20. Settle the guest check on cash & card.
21. Setup the flowers vase with flowers for guest tables.
22. Prepare and refill the sugar bowls and caddies.
23. Set the water station in banquet.
24. Clean BAR top and refill the BAR stock.

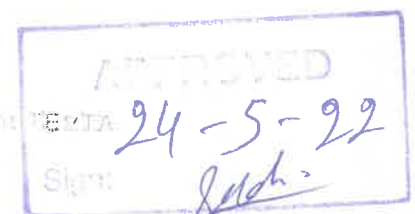


**Rooms Division - I**

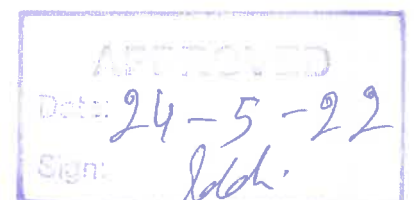
1. Use of PMS (property management system).
2. Handle the in-house guest's calls and inquires.
3. Maintain the guest arrival list in PMS (property management system).
4. Block and unblock the room statues for group bookings through PMS (property management system).
5. Perform the registration of guest during check in process on PMS (property management system).
6. Swipe the guest credit card and get authorization for charging the payment or block the payment for room.
7. Relocate guests in sold-out situations through PMS (property management system).
8. Post the guest charges and payments.
9. Make reservation for guest.
10. Perform the reservation confirmation.
11. Perform the payments and advance deposit for reservation.
12. Perform the guest check out process.
13. Prepare room current statues report.
14. Handle and response to emergency alarm and guest emergency. (Medial emergency.)
15. Use of photocopier.
16. Use of telephonic sales techniques during reservation.
17. Operate PBX (private branch exchange) for call dialing.
18. Transfer the guest call.
19. Perform the guest wakeup call.
20. Respond to the dissatisfy guest on call.

**Computer Fundamentals**

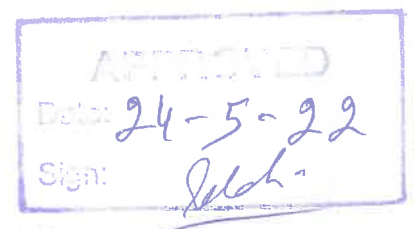
1. Create a document in Microsoft's word (letter, job application, cv/resume etc.)
2. Create a title page, a leaflet and an organizational chart of hotel using smart art in Microsoft's word.



3. Design a menu and price list in Microsoft's word.
4. Create a grocery/ store bill using sum formula in Microsoft's excel.
5. Create inventory record and result card using Microsoft's excel.
6. Create a professional presentation in Microsoft's power point.



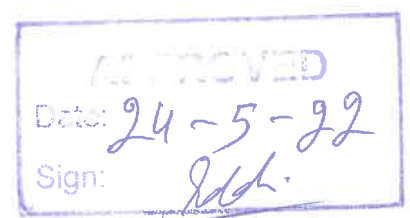
# 2<sup>nd</sup> Year



## SKILL PROFICIENCY DETAILS

On successful completion of this course, trainee should be able to:

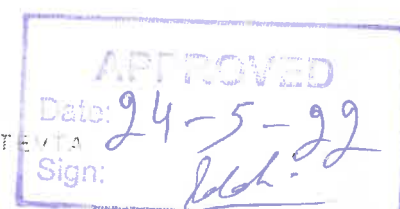
1. Setup the audio visual equipment for functions.
2. Check identification of guests ordering alcohol.
3. Setup up and maintain the lounge for food and beverage service.
4. Setup function rooms according to the guest recommended setting.  
(Round table, theatrical, and meeting setup & crescent setup) style set up.
5. Greet guest, take orders, and serve complimentary foods to the guest.
6. Setup the reception tables on the entrance of banquet hall / dining room hall.
7. Organize the cart for housekeeping operation.
8. Makeup the room for guest. (Clean the tub, shower area, toilet, sink, vanity and bathroom floor)
9. Perform the cleaning of guestroom closet.
10. Perform bed making.
11. Clean public space in unusual environments or circumstances.
12. Clean sidewalks and parking lot areas.
13. Clean main housekeeping office and storage areas.
14. Clean employee cafeteria and break areas.
15. Sweep & mop the floor with recommended tools and liquid.
16. Clean executive and administration offices.
17. Handle the issuing of clean uniform and linen to the staff.
18. Clean and maintain the back of the house areas (staff cafeteria, staff lockers, hallways, store and kitchens).
19. Deliver guest service equipment, supplies to guestrooms and arrange for services requested by guests.



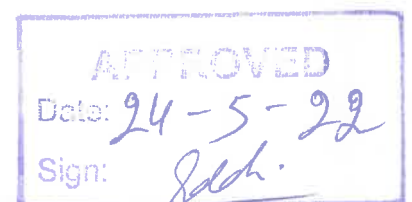
**KNOWLEDGE PROFICIENCY DETAILS**

On successful completion of this course, trainee should be able to:

1. Describe the composition and size of the food service industry.
2. Describe the difference between commercial food service operations and non – commercial food service operations.
3. Identify the functions of the five primary departments of a large hotel.
4. Discuss the development of food service in hotels.
5. Contrast the organizational structures of large and small restaurants.
6. Identify features of an effective food and beverage control system
7. Describe the general role of the engineering and maintenance division in hospitality operations
8. Identify engineering's responsibilities in relation to electrical, plumbing, HVAC (Heating, ventilation, and air conditioning), refrigeration, and life safety systems
9. Explain the role of the engineering and maintenance division (Preventive maintenance programs, renovation projects and energy management).
10. Define the importance of marketing to hospitality businesses
11. Define the terms marketing, market, market segment and market mix.
12. Identify the guest amenities and cleaning supplies for rooms,
13. Explain the process and deliver mail, messages and packages to in the guest room.
14. Explain the procedure lost and found items and its handover procedure
15. Explain the method of recordkeeping, complaint and daily routine of restaurant in a log book.
16. Describe the use of deferent method of capturing guest feedback.
17. Explain the knowledge of perpetual inventory and PAR level.
18. Define accounting and role of accounts department in hotel
19. Identify the typical responsibilities of a purchasing department.
20. Describe the human resources division's responsibilities in hotel.



21. Explain the role of the human resources division in employee relations (relocation, discipline, termination, evaluation and recordkeeping).



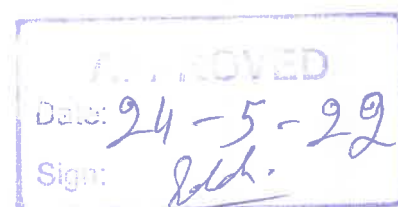
**SCHEME OF STUDIES****Diploma in Hotel Operations  
(2 – Years Course)****(2<sup>nd</sup> Year)**

S. No	Main Topic	T	P	C
1	English (II)	2	0	2
2	Urdu (II)	2	0	2
3	Pak Study	1	0	1
4	The Lodging & Food Service Industry - II	2	0	2
5	Food & Beverage Division – II	2	3	3
6	Rooms Division – II	2	3	3
7	Research Project*	0	6	2
<b>Total</b>		<b>11</b>	<b>12</b>	<b>15</b>

Note: (1) 32 Hour for theory = 1 credit = 50 marks

96 hour for practical = 1 credit = 50 marks

\*Note: Submission of thesis of Research Project will be a theory part whereas the Viva and Presentation of the Research Project will be a practical part.

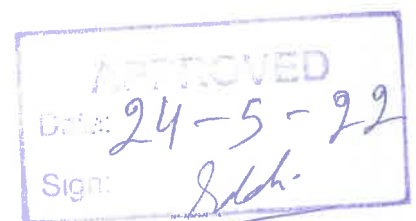




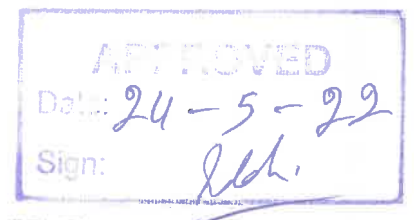
**DETAIL OF COURSE CONTENTS**  
**Diploma in Hotel Operations (DHO)**  
**(2-Year Course)**

**(2<sup>nd</sup> Year)**


S. No	Detail of Topics	Theory Hours	Practical Hours
1.	<b>English (II)</b> 1.1 The detail course outline of the subject of English will be the same as of the board of intermediate and secondary education.	64	0



S. No	Detail of Topics	Theory Hours	Practical Hours
2.	<b>Urdu (II)</b> 2.1 The detail course outline of the subject of Urdu will be the same as of the board of intermediate and secondary education.	64	0



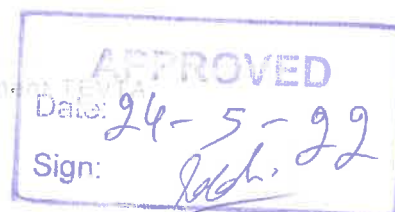
S. No	Detail of Topics	Theory Hours	Practical Hours
3.	<b>Pak Studies</b> 3.1 The detail course outline of the subject of Pakistan studies will be the same as of the board of intermediate and secondary education.	32	0

APPROVED  
Date: 24-5-22  
Sign: 

S. No	Detail of Topics	Theory Hours	Practical Hours
4.	<b>The Lodging &amp; Food Service Industry - II</b>	64	0
	<b>4.1 The Organization and Structure of The Food Service Industry</b>	5	
	4.1.1 The organization and structure of hotel and food service industry.		
	<b>4.2 The Management and Operation of Food Service</b>	15	
	4.2.1 The role of hotel food & beverage division.		
	4.2.2 A recipe for success in food service		
	4.2.3 Food & beverage control		
	4.2.4 Food service subsystem		
	<b>4.3 The Marketing &amp; Sale Division</b>	12	
	4.3.1 Importance of marketing in hospitality industry		
	4.3.2 Product knowledge		
	4.3.3 Hotels and airlines		
	4.3.4 Knowledge of different type of rating system in hotels		
	4.3.5 Advertising, special promotion, public relation.		
	<b>4.4 The Accounting Division</b>	10	
	4.4.1 What is accounting		
	4.4.2 Accounting principle and practices		
	4.4.3 Accounting tools		
	4.4.4 Routine activities of the accounting division		
	4.4.5 Process of purchasing		

	<b>4.5 The Human Resources Department</b> 4.5.1 The function of human resources division 4.5.2 Hiring the best employee 4.5.3 Retaining employee 4.5.4 Creating the climate of productivity 4.5.5 Recordkeeping process 4.5.6 Human resources globally	10	
	<b>4.6 The Security Department</b> 4.6.1 Security : a continuous concern 4.6.2 Physical security 4.6.3 Employees practice & procedure 4.6.4 Administrative controls 4.6.5 Safety (response to emergency) 4.6.6 Knowledge of first aid process	12	

S. No	Detail of Topics	Theory Hours	Practical Hours
5.	<b>Food &amp; Beverage Division - II</b>	<b>64</b>	<b>96</b>
	<b>5.1 Room Service Operation</b>	10	20
	5.1.1 Importance of team work in room service operation		
	5.1.2 Superior performance standards in room service operation		
	5.1.3 Guestroom safety		
	5.1.4 Elevator courtesy		
	5.1.5 Present tray and cart in room service		
	5.1.6 Taking room service order		
	5.1.7 Function of pantry area for room service operation		
	5.1.8 Pick up and deliver the guest order		
	5.1.9 Present and settle the guest check		
	<b>5.2 Beverage Service Operation</b>	18	20
	5.2.1 Superior performance standards in beverage service operation		
	5.2.2 Preparing BAR for beverage service operation		
	5.2.3 Greet & take the order from guest		
	5.2.4 Pick up and verify the order before serve the beverage		
	5.2.5 Create a friendly atmosphere		
	5.2.6 Closely monitoring guest alcohol consumption		
	5.2.7 Use of suggestive selling & upselling techniques for increasing the revenue		
	5.2.8 Placing the beverage order with standard drink calling order		
	5.2.9 Knowledge of beverage trays		
	5.2.10 Use of correct tray carrying technique		



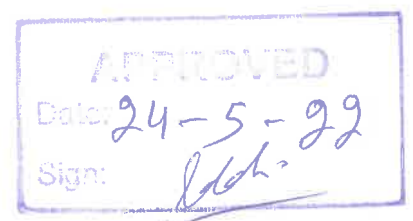
5.2.11 Serve the beverages with right order sequence		
5.2.12 Present & settle the guest check in beverage service operation		
5.2.13 Difference between house account & city ledger account		
5.2.14 Prepare the BAR area		
5.2.15 Prepare the mixes and garnishing for beverage operation		
5.2.16 Use of different type of glassware		
5.2.17 Knowledge of different body part of glassware		
5.2.18 Knowledge suitable water temperature for glass washing		
5.2.19 Select the correct glassware for beverage service operation		
5.2.20 Open and pour the wine in the wine glass		
5.2.21 Give last call alert to guest.		
<b>5.3 Food Safety Principles</b>	10	14
5.3.1 The cost of poor hygiene & safety for the business		
5.3.2 Benefits of good food hygiene & safety		
5.3.3 Type of contamination hazards		
5.3.4 Requirements for bacterial multiplication		
5.3.5 Spoilage of food		
5.3.6 High-risk, raw foods to be cooked, low- risk & ready to eat raw		
5.3.7 Vulnerable groups		
<b>5.4 Contamination Hazards &amp; its Control</b>	10	14
5.4.1 Sources & routes of bacterial contamination		
5.4.2 Microbiological hazards and its control		
5.4.3 Physical hazards and its control		
5.4.4 Chemical hazards and its control		

5.4.5 Allergenic hazards and its control		
<b>5.5 Monitoring Temperatures</b>	8	14
5.5.1 Storage of frozen food		
5.5.2 Reheating & hot holding temperature		
5.5.3 TDZ (Temperature danger zone)		
<b>5.6 Handle the Guest in Different Situation</b>	8	14
5.6.1 How to handle the complain about serving of spoil food		
5.6.2 Handle the fire incident situation		
5.6.3 Deal with a suspicious items or packages		
5.6.4 Procedure of handle guests with special needs		



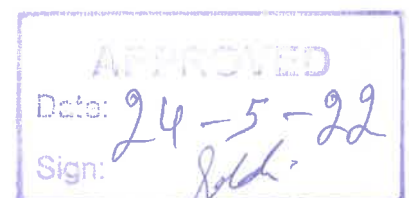
S. No	Detail of Topics	Theory Hours	Practical Hours
6.	<b>Rooms Division - II</b>	<b>64</b>	<b>96</b>
	<b>6.1 Housekeeping Department</b>	15	26
	6.1.1 Organization structure of housekeeping department		
	6.1.2 Housekeeping operational areas in a hotel		
	6.1.3 Responsibilities of the housekeeping department		
	6.1.4 Responsibilities of different areas in a hotel		
	6.1.5 Control of the heating , ventilation , and air conditioning system		
	6.1.6 Importance of housekeeping coordination with front office department		
	<b>6.2 Laundry Department</b>	15	20
	6.2.1 Major responsibilities of laundry department		
	6.2.2 Knowledge of different types of linen		
	6.2.3 Collect the soiled linen		
	6.2.4 Transportation of soiled linen to the laundry		
	6.2.5 Establish the PAR level of linen		
	6.2.6 Procedure of inventory control of linens		
	6.2.7 Establish the PAR level for uniform		
	6.2.8 Control inventory of uniform		
	6.2.9 Knowledge of different machines and equipment in laundry operation		
	6.2.10 Control inventory of cleaning supplies		
	<b>6.3 Guest Room Cleaning</b>	15	25
	6.3.1 Prepare the area for cleaning		
	6.3.2 Procedure of assembling the supplies to cleaning the guest room		
	6.3.3 Follow the guest room assignment sheet		

	<p>6.3.4 Procedure of entering the guest room</p> <p>6.3.5 Procedure of beginning the tasks of cleaning the guest room</p> <p>6.3.6 Procedure of making the bed of guest room</p> <p>6.3.7 Procedure of cleaning the bathroom</p> <p>6.3.8 Knowledge of items needing dusting in the guest room</p> <p>6.3.9 Procedure of vacuuming the carpet of guest room</p> <p>6.3.10 Final check after the cleaning of guest room</p> <p>6.3.11 Procedure of turndown service and special request.</p> <p><b>6.4 Public &amp; Other Functional Area Cleaning</b></p> <p>6.4.1 Maintain the list of public area need to be clean (entrances, lobby, front desk, corridors, guest elevators, public restrooms, swimming pool, exercise room, dining room, hotel banquet &amp; meeting rooms)</p> <p>6.4.2 Cleaning procedure of Housekeeping special projects</p>	19	25
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<b>7.6 Timescale of completing the thesis</b>		24
7.6.1 When will you decide your thesis title?		
7.6.2 When will you decide your thesis hypothesis?		
7.6.3 When will you get your data?		
7.6.4 When will you analyse your data?		
7.6.5 When you will write each chapter of your thesis?		
<b>7.7 Budget</b>		24
7.7.1 How much this research will cost you?		
<b>7.8 Findings and recommendations/ conclusion</b>		24
7.8.1 Briefly outline the recommendations and the conclusion from the data analysis		
<b>Total</b>	<b>352</b>	<b>384</b>
<b>Grand Total of 1<sup>st</sup> &amp; 2<sup>nd</sup> Year</b>	<b>736</b>	<b>672</b>

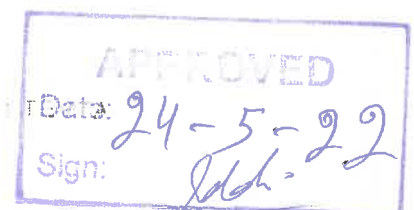


## LIST OF PRACTICALS

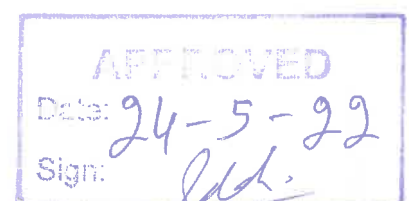
### 2<sup>nd</sup> Year

#### Rooms Division - II

1. Use bell stand telephone system of hotel.
2. Perform the loading and transportation of guest luggage in to the guest room
3. Perform the door service (opening) for guest
4. Escort guest to the room
5. Perform the process of guest room change during occupancy
6. Deliver morning newspapers to guests
7. Perform guest luggage handling on courtesy vehicles
8. Perform the handling of lost and found items
9. Respond to situations requiring first aid
10. Respond to emergency alarms
11. Prepare the room assignment sheet
12. Organize cart for work areas
13. Prepare the guestroom for cleaning
14. Perform the cleaning process of guest bathroom
15. Perform the techniques of bed making
16. Dust the guestroom as per given standards
17. Vacuum the guestroom
18. Clean tub and shower area
19. Clean the sink and vanity
20. Clean of bathroom floor
21. Clean windows, track, and sills with given standards
22. Rotate and flip mattresses
23. Provide evening turn-down services
24. Prepare public space cleaning carts
25. Transport soiled linens to the laundry
26. Clean HVAC (Heating, ventilation, and air conditioning) grates and vents
27. Put finishing touches in the guestroom



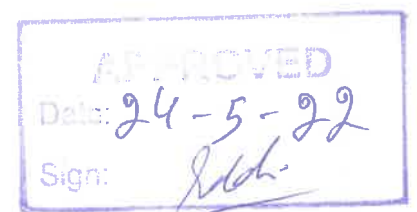
28. Empty and clean public trash cans
29. Move furniture for deep cleaning
30. Sweep and mop hard floors
31. Remove the stains from tile floors
32. Clean and wax tile floors
33. Use a buffer machine properly as per given standards
34. Clean, and wax marble surfaces
35. Remove the stains from carpets or fabric upholstery
36. Vacuum the upholstered furniture
37. Clean the upholstery through steam-extract method
38. Clean walls and base boards
39. Clean mirrors and dust furnishing
40. Clean the room doors
41. Clean and polish brass
42. Clean windows, tracks, and screens
43. Clean blinds of the rooms
44. Clean, straighten, remove and rehang drapes
45. Clean fireplaces in the hotel
46. Clean chandeliers, light fixtures, and ceiling fans
47. Stock clean linens to housekeeping closets
48. Clean housekeeping closets
49. Dispose off housekeeping trash
50. Receive and store housekeeping deliveries
51. Rotate and flip mattresses
52. Clean and empty public ash urns
53. Clean stairwells, handrails, fire corridors, and ledges
54. Clean elevators and clean escalators
55. Clean public telephone areas
56. Clean and restock public and employee rest rooms
57. Clean the front office and lobby area
58. Clean the guest library and business center



59. Clean floors and empty trash in shops and game rooms
60. Clean food and beverage outlets
61. Clean and supply the pool and changing rooms
62. Clean sidewalks and parking lot areas
63. Clean employee cafeteria and break areas
64. Clean executive and administration offices
65. Sort linens and staff uniforms
66. Load, use, and unload washers and dryers
67. Iron linens using a mechanical flatwork ironer
68. Use mechanical linen-folding equipment
69. Fold linens by hand
70. Iron laundry by hand
71. Deliver guest service supplies to guestrooms
72. Issue and receive employee uniforms

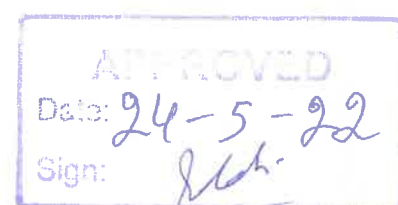
#### **Food & Beverage Division – II**

1. Setup the lights for banquet
2. Set up function rooms according to BEO (banquet event order)
3. Place table clothes on function room table
4. Set up and break down a dance floor
5. Handle audiovisual equipment for functions
6. Break down and clear function room setup after events
7. Refresh meeting rooms
8. Set up portable BAR
9. Set up buffets in the banquet
10. Set up function rooms for VIP (very important person) guests
11. Receive and store packages for guests
12. Skirt and flounce the tables
13. Prepare salt and pepper shakers and grinders
14. Provide service for cocktail receptions
15. Settle individual check guests
16. Settle group checks



**LIST OF LAB**  
(For class of 25 students)

S. No	Lab Name	Quantity/No.	Specs.
1	Classroom	1	Capacity of 25 Students
2	Restaurant Dining Area	1	Capacity of 25 Students
3	Computer Lab	1	Capacity of 25 Students



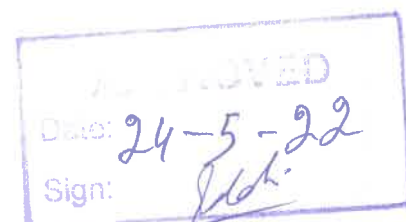


**LIST OF TOOLS AND EQUIPMENT**  
(For Class of 25 Students)

Name of Trade	Diploma in Hotel Operations
Duration of Course	2-Years

**COMPUTER LAB**

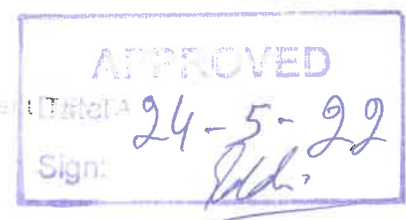
S. No.	Tools / Equipment	Quantity
1	Latest Computer set complete with all accessories (as per TEVTA MIS notification)	25
2	Multimedia (as per TEVTA MIS notification)	01
3	Printer (Laser jet Light Duty) (as per TEVTA MIS notification)	01
4	Scanner (Light Duty Scanner for A4/ Letter size paper) (as per TEVTA MIS notification)	01
5	Internet Connection	As per requirement
6	Air Conditioner 1.5 Ton	02
7	UPS 10 KVA	01



**Housekeeping & Food & Beverage Practical**

S. No.	Tools / Equipment	Quantity
1.	Dinner Plate	30
2.	B & B Plate	30
3.	Dessert Plate	30
4.	Tea Cup with Liner	30
5.	Soup Cup with Liner	30
6.	Coffee Mug	06
7.	Dinner Fork	30
8.	Salad Fork	30
9.	Dessert Fork	30
10.	Service Fork	06
11.	Dinner Spoon	30
12.	Soup Spoon	30
13.	Tea Spoon	30
14.	Service Spoon	06
15.	Ice Cream Spoon	06
16.	Coffee Spoon	06
17.	Demitasse Spoon	06
18.	Dessert Spoon	30
19.	Dinner Knife	30
20.	Steak Knife	06
21.	Bread & Butter Knife	30
22.	Fish Knife	06
23.	Glass Rack	01
24.	Water goblet	30
25.	Rocks Glasses	06
26.	Tulip glass	06

Approved by Curriculum Section, Academic Department, IITM

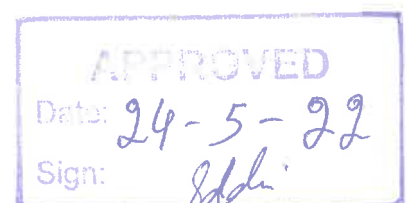


## EMPLOYABILITY OF PASS-OUTS

The pass outs of this course may find job / employment in the following areas

/ sectors: -

1. Hotels
2. Motels
3. Resorts
4. Restaurants
5. Fast Food Chains
6. Airlines
7. Tourism Org
8. Caterers
9. Parks
10. Cruise Ships
11. Bars
12. Casinos
13. Multinational Companies
14. Clubs
15. Food & Beverage Org
16. Any food production unit

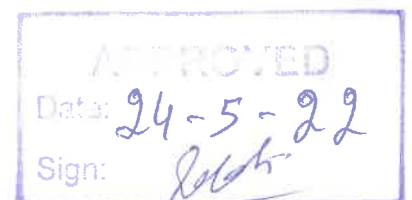


**MINIMUM QUALIFICATION OF INSTRUCTOR**

- Bachelor's degree and three years' experience of working in the hospitality industry along with diploma in hospitality management / hotel management.

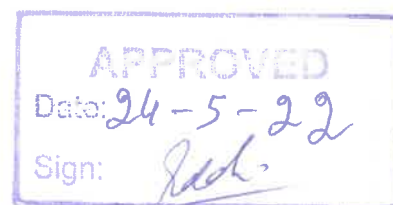
**OR**

- M.Sc / BS / ADP (Associate Degree Program) in tourism & hospitality management with 1- year working experience in hotel industry.



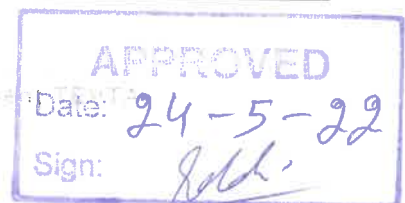
**REFERENCE BOOKS**

S. No	Name of Book	Author Name
1	The Lodging and Food Service Industry	Gerald W. Lattin
2	Food and Beverage Services	R. Singaravelavan
3	Managing Front Office Operations	Micheal. L. Kasvana Richard M. Brooks
4	Managing Housekeeping Operations	Aleta A. Nitschke William D. Frye
5	Management of Food and Beverage Operations	Jack D. Ninemeier
6	Managing Service in Food and Beverage Operations	Ronald F. Cichy Philip J. Hickey
7	Fundamentals of Computer, 6th ed	Long L, Long N,
8	Microsoft Office 2016	Courter G, Marquis A,
9	Supervising Food safety level 3 Highfield	Richard A. Sprenger
10	Hygiene for Management	Richard A. Sprenger
11	Essentials of Food Safety and Sanitation	David Mc Swane
12	THE HACCP HANDBOOK	Richard A. Sprenger
13	Food Safety Management, 1st Edition: A Practical Guide for the Food Industry	Yasmine Motarjemi, Huub Lelieveld
14	Food Safety Handbook	Ronald H. Schmidt, Gary E. Rodrick
15	Food Safety and Protection	V Ravishankar Rai, Jamuna A Bai
16	Microbial Food Safety and Preservation Techniques	V Ravishankar Rai, Jamuna A Bai

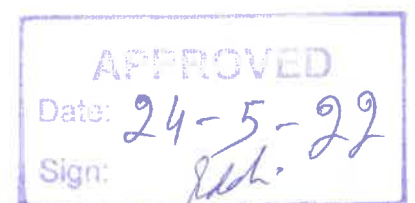


27.	Snifter Glass	06
28.	Martini Glass	06
29.	Shot Glass	06
30.	Beer Mug	06
31.	Pilsner Glass	06
32.	Champagne Flute Glass	06
33.	Highball Glasses	30
34.	Chairs	25
35.	Tables of 4 Person Capacity	06
36.	Buffet Table (2.5 x 4 ) feet	2
37.	Podium / Reception Desk	01
38.	Salt & Paper Shaker	06
39.	Flower Vases	06
40.	Candle Stand	06
41.	Sugar Bowl / Sugar Caddie	06
42.	Ashtrays	02
43.	Place Mate / Table Mate	25
44.	Tissue Holder	06
45.	Table Cloth	06
46.	Table Top	06
47.	Table Napkins	30
48.	Service Tray	06
49.	Bussing Tray	03
50.	Reservation tag	2
51.	Buffet Tag	6
52.	Chafing Dishes	06
53.	Chafing Spoons	06
54.	Tong	02
55.	Printed Menu	06

Revised by Curriculum Section, Academics Department



56.	Order Ticket Book	01
57.	Bill Folder	02
58.	Comments Cards	06
59.	Side Station	01
60.	Vacuum Cleaner	02
61.	Irons	02
62.	Washing machine	01
63.	Brooms	06
64.	Floor Mops	06
65.	Cleaning Rags	06
66.	Dust Mops	06
67.	Laundry Bags	06
68.	Spray Bottles	06
69.	Soiled/Defective Clothes	06
70.	Hangers	06
71.	Bed	01
72.	Ironing Boards	01
73.	Face Masks	1 Box
74.	Disposable Gloves	1 Box
75.	Detergents	2 Pack Large
76.	Glass Cleaner	2 Pack
77.	Scrubbers	06
78.	Sponges	06
79.	Steel wool	06
80.	Mop wipes	06



**CURRICULUM REVISION COMMITTEE**

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