Diploma in Hospitality Management Syllabus

Total Duration: 365hrs

Module 1: Front Office Management

Chapter 1: Advanced Introduction to Front Office Operations

- Importance of Front Office in hotel operations

- Functions and responsibilities of the Front Office

- Organizational structure and hierarchy

- Interdepartmental coordination

- Guest satisfaction and service quality metrics

Chapter 2: Global Reservation Systems & Distribution Channels

- Types of reservations: FIT, group, corporate, OTA

- Central Reservation System (CRS)

- Global Distribution System (GDS)

- Internet Distribution System (IDS)

- Channel managers and integration tools

- Dynamic pricing and inventory management

Chapter 3: Guest Handling Excellence & VIP Protocols

- Guest arrival procedures and protocol

- Handling multicultural and special-needs guests

- Managing VIPs, celebrities, and diplomats

- Guest complaint resolution and escalation matrix

- Emotional intelligence in service

Chapter 4: Digital Check-In & Mobile Guest Services

- Self check-in kiosks and digital ID verification

- Mobile room keys and NFC-enabled doors

- Online check-out and billing

- Mobile concierge and service apps

- Technology vs. personalization in guest service

Chapter 5: Advanced Front Office Accounting & Audit

- Guest folio and ledger management

- Preauthorization and credit card hold

- Night audit: procedures and reports

- Revenue and payment reconciliation

- Cash, credit, and digital payment handling

Chapter 6: Front Office Automation and PMS Mastery

- In-depth training on PMS: Opera, IDS Next, Cloudbeds

- Dashboard and room status management

- Guest profile creation and CRM linkage

- POS and housekeeping module integration

- Reporting and analytics via PMS

Chapter 7: Leadership, Soft Skills, and Professional Grooming

- Professional appearance and grooming standards

- Verbal and non-verbal communication

- Guest interaction and body language

- Crisis and conflict management at the front desk

- Report writing and formal communication

Chapter 8: Front Office Projects and Case Studies

- Case study: Handling overbooking situations

- Role play: Check-in/out simulation with guest scenarios

- Audit report creation project

- Front office shift plan and duty allocation

- Guest recovery strategy design

Module 2: Food & Beverage Management

Chapter 1: Advanced F&B Operations and Structure

- Functions and scope of F&B in hospitality

- Organizational structure of F&B department

- Job roles: F&B Manager, Chef, Steward, Sommelier, Banquet Manager

- Department coordination: kitchen, front office, housekeeping, purchase

- Types of service outlets: fine dining, cafes, bars, banquets, room service

Chapter 2: Menu Planning, Design & Engineering

- Menu types: À la carte, Table d'hôte, Buffet, Cyclical, Special menus

- Factors influencing menu planning: cost, trends, seasonality, guest profile

- Menu layout, design, and pricing strategies

- Menu engineering matrix: popularity vs. profitability

- Nutritional balance and dietary accommodations

Chapter 3: Food Production Systems and Kitchen Operations

- Kitchen brigade system and staff hierarchy

- Kitchen layout and workstations (hot, cold, pastry, butchery)

- Food production workflow and mise en place

- Cooking methods: dry, moist, combination

- Modern kitchen equipment and tools

- Kitchen hygiene, fire safety, and waste disposal

Chapter 4: Restaurant Service Techniques & Beverage Management

- Styles of service: French, American, Russian, English, buffet

- Table settings: formal, casual, thematic layouts

- Service sequence: greeting, order taking, serving, clearing

- Beverage types: alcoholic, non-alcoholic

- Bar equipment and glassware

- Basic mixology and cocktail preparation

- Wine service: selection, storage, pairing

Chapter 5: Food Safety, Hygiene & Sanitation

- HACCP standards and procedures

- Personal hygiene standards for F&B staff

- Safe food handling and storage

- Temperature control and danger zones

- Cleaning schedules for kitchen and dining areas

- Pest control techniques and sanitization tools

Chapter 6: Inventory, Cost Control & Waste Management

- Purchasing procedures and vendor management

- Receiving, storing, and issuing food and beverage items

- Inventory methods: FIFO, LIFO, perpetual inventory

- Food costing, portion control, and yield testing

- Loss prevention and tracking pilferage

- Waste management and sustainability in operations

Chapter 7: Event, Banquet & Outdoor Catering Management

- Banquet event order (BEO) and planning

- Types of banquets: seated, buffet, cocktail, weddings, conferences

- Layouts and arrangements: U-shape, round, theatre-style

- Coordination with kitchen, housekeeping, and AV team

- Outdoor catering challenges and checklist

- Live counters and interactive stations

Chapter 8: Guest Service, Feedback & Operational Excellence

- Handling guest complaints and special requests

- Personalizing dining experience

- Service recovery techniques and SOPs

- Gathering guest feedback: comment cards, online reviews

- Role of technology in guest service (table tablets, ordering apps)

- Loyalty programs and CRM in F&B

Chapter 9: F&B Software Training and Technology Integration

- POS (Point of Sale) system overview and functions

- Table reservation software and billing integration

- Inventory and recipe costing software

- Guest management and analytics dashboards

- Mobile apps for menu, ordering, and payment

Chapter 10: Projects, Role-Plays & Case Studies

- Project: Plan and cost a themed restaurant menu

- Role-play: Handling guest complaints during peak hours

- Case study: Managing food cost during a wedding event

- Simulation: Setting up a buffet and serving protocol

- Presentation: F&B trends and sustainable practices

Module 3: Hospitality Managerial Accounting

Chapter 1: Fundamentals of Hospitality Accounting

- Importance and scope of accounting in the hotel industry

- Characteristics of hospitality financial operations

- Accounting principles: matching, consistency, accrual, going concern

- Types of accounts: real, personal, nominal

- Accounting cycle and double-entry system

Chapter 2: Hotel Financial Statements

- Profit & Loss Statement (Income Statement)

- Balance Sheet: assets, liabilities, equity

- Cash Flow Statement: operating, investing, financing activities

- Understanding departmental P&L (Rooms, F&B, Spa, Banquets)

- Interpreting financial ratios (liquidity, solvency, profitability)

Chapter 3: Cost Accounting and Budgeting

- Types of costs: fixed, variable, direct, indirect

- Department-wise cost allocation

- Zero-based and flexible budgeting techniques

- Steps in budget preparation

- Forecasting income and expenses

- Variance analysis and corrective actions

Chapter 4: Revenue Management and KPIs

- Introduction to yield and revenue management

- Pricing strategies: dynamic pricing, discounting, rate fences

- Key performance indicators:

    o ADR (Average Daily Rate)

    o RevPAR (Revenue per Available Room)

    o GOPPAR (Gross Operating Profit per Available Room)

   o   TRevPAR (Total Revenue per Available Room)

- Demand forecasting and overbooking strategy

Chapter 5: Internal Controls and Audit Systems

- Importance of internal controls in hotels

- Fraud prevention and control techniques

- Cash control and reconciliation processes

- Night audit procedures and audit checklist

- Role of internal and external audits

- Compliance tracking and reporting

Chapter 6: Payroll Management and Labor Costing

- Payroll structure: gross vs net pay

- Employee benefit accounting: gratuity, PF, bonuses

- Labor cost calculation per department

- Attendance, timekeeping, and shift management

- Staff productivity analysis and cost-to-sales ratio

- Use of payroll software and attendance tools

Chapter 7: Taxation & Regulatory Compliance in Hospitality

- GST structure for hotels and restaurants

- Room tariff slabs and applicable GST rates

- TDS provisions for salaries, contractors, commissions

- Service tax (legacy) and VAT (state-specific)

- Statutory compliance: income tax, EPF, ESI, labor laws

- Filing returns and audit readiness

Chapter 8: MIS & Financial Decision Making

- MIS reports: daily sales report (DSR), weekly and monthly summaries

- Dashboard analytics for occupancy, expenses, profitability

- Break-even analysis and decision-making tools

- Feasibility studies and ROI calculations for new projects

- Real-time data interpretation using software

- Integration of MIS with PMS and POS systems

Chapter 9: Accounting Software & Digital Tools

- Tally ERP and its application in hospitality

- QuickBooks and cloud accounting platforms

- Payroll software (e.g., GreytHR, Keka, Spine)

- POS-to-accounting integration

- Using Excel for hotel accounting models and projections

Chapter 10: Projects, Simulations & Case Studies

- Project: Create a 12-month departmental budget for a hotel

- Simulation: Perform a night audit using sample data

- Case Study: Cost control analysis in a luxury banquet

- Assignment: KPI analysis of a hotel's financial performance

- Presentation: Impact of GST on hotel revenue planning

Module 4: Hotel Housekeeping Management

Chapter 1: Advanced Housekeeping Operations

- Scope and objectives of the housekeeping department

- Updated organizational structure and roles

- Daily, weekly, and spring cleaning procedures

- Guest room standard checklist and SOPs

- Linen management and inventory cycles

- Coordination with front office, maintenance, and F&B

Chapter 2: Cleaning Science, Tools & Equipment

- Classification of cleaning agents: chemical, organic, eco-friendly

- Types of equipment: manual, mechanical, robotic

- Usage, maintenance, and safety of machinery (vacuum cleaners, scrubbers)

- Standard dilution ratios and chemical safety sheets (MSDS)

- Green housekeeping techniques and biodegradable products

Chapter 3: Guest Room Management & Personalization

- Room types and layout configurations

- Amenities based on guest type (VIPs, business, family)

- Turndown services and luxury guest expectations

- Room inspections and quality control procedures

- Lost and found procedures and record-keeping

- Special arrangement for honeymooners, celebrities, etc.

Chapter 4: Public Area & Back-of-House Cleaning

- Zones: lobby, elevators, corridors, banquet halls, restrooms

- Cleaning frequency schedules: daily, deep clean, event-based

- Handling high-traffic areas and event setups

- Back-of-house zones: employee lockers, stores, offices

- Pest control and disinfection protocols

- Window cleaning, marble polishing, and carpet shampooing

Chapter 5: Laundry & Linen Room Operations

- Linen lifecycle: usage, rotation, discard

- In-house vs outsourced laundry operations

- Washing, drying, ironing, folding processes

- Laundry chemicals and fabric care labels

- Uniform management and guest laundry services

- Energy-efficient laundry practices

Chapter 6: Interior Design, Aesthetics & Decor

- Color theory and space optimization in guest rooms

- Use of lighting, textures, and furniture for ambiance

- Seasonal decor: festive, corporate, wedding themes

- Floral arrangements: fresh vs artificial

- Scent management and ambient branding

- Wall art, curtains, upholstery, and curtain care

Chapter 7: Safety, Security & Emergency Protocols

- Handling hazardous materials safely

- Fire safety and evacuation procedures

- First aid training and kit usage

- Guest and employee safety policies

- Housekeeping's role in hotel emergencies

- Coordination with security and medical staff

Chapter 8: Sustainability in Housekeeping

- Water conservation: low-flow fixtures, reuse programs

- Energy-saving lighting and smart sensors

- Eco-friendly guest amenities and refill stations

- Waste segregation and composting

- Green certifications (LEED, EarthCheck, Green Key)

- Case examples of sustainable hotels

Chapter 9: Housekeeping Software & Technology

- Property Management System (PMS) integration

- Room status dashboard and digital housekeeping boards

- Inventory management systems for linen, amenities

- Work order tracking and maintenance logs

- Guest feedback tracking and service optimization

Chapter 10: Projects, Simulations & Case Studies

- Project: Design a complete SOP manual for a hotel housekeeping department

- Simulation: Room inspection with quality scoring

- Role-play: Handling a guest complaint about cleanliness

- Case Study: Transitioning to eco-friendly housekeeping

- Assignment: Preparing linen inventory control sheet

- Presentation: Smart housekeeping trends in luxury hotels