SWAMI VIVEKANANDA UNIVERSITY

Department of Hotel Management

HOTEL MANAGEMENT PROGRAMMES

Programme	Duration
One-Year Diploma in Hotel Management – Food Production & Service Operations	1 Year (2 semesters / 12 months)
Post Graduate Diploma in Hotel Management (PGDHM)	6 Months

Prepared by consolidating the two supplied course documents and removing repeated/common content.

PART I — ONE-YEAR DIPLOMA IN HOTEL MANAGEMENT

Food Production & Service Operations

Particulars	Details
Duration	1 Year (2 Semesters / 12 Months)
Eligibility	10+2 (Any Stream)
Proposed Total Fees	₹1,00,000 (inclusive of tuition, practicals, internal assessments, and certification)
Hostel Facilities	To be added with the package
Programme Focus	Culinary Arts, Bakery & Garde Manger, F&B Service, Safety & Hygiene
Learning Pattern	40% Theory & Management Concepts / 60% Practical & Lab Work

UGC / NCrF Framework

- Duration: 1 year
- Learning hours: approximately 1,200 hours
- Credits: 40 credits
- Framework aligned with UGC and NCrF guidelines
- Outcome-based theory and practical learning
- Assessment through theory and practical components based on learning outcomes

Programme Overview

This compact, intensive one-year diploma programme combines core culinary operations, food science, guest service, and food and beverage management into a hands-on curriculum. It balances foundational principles with advanced operational and specialised practical training across two semesters. The programme is designed to support industry readiness, professional discipline, communication skills, and practical exposure.

Programme Objectives

- Develop skilled entry-level professionals for the hospitality industry.
- Provide practical exposure in core hotel departments.
- Enhance communication, hygiene, and professional competencies.
- Bridge academic learning with real-world hotel operations.

Programme Structure

Phase	Duration	Description
Semester 1	6 Months	In-house classroom, theory and practical/lab training
Semester 2	6 Months	On-the-job training (OJT) / industry training

Students select the applicable specialisation/departmental training pathway at admission, as offered by the University.

SEMESTER 1 — FOUNDATIONS OF CULINARY ARTS & SERVICE OPERATIONS

Module 1: Culinary Foundations & Food Science — Theory

History, culinary principles and kitchen organisation

- Progression to modern cookery; aims and objectives; culinary terms; kitchen rules and personal hygiene standards.
- Kitchen hierarchy and organisational structure; kitchen layouts; interdepartmental relations.
- Heavy and light equipment, utensils, knives, and equipment maintenance.

Commodities and food science

- Cereals, pulses, fruits, vegetables, cheeses, cocoa, coffee, herbs and spices.
- Effect of heat on nutrients; carbohydrates, fats, proteins and vitamins.
- Raising agents, sweetening agents and thickening agents.

Cooking methods, stocks and soups

- Dry and wet cooking methods; stock preparation; classification and preparation of soups; sauces and derivatives.
- Correct storage and temperature control.

Module 2: Food & Beverage Service Fundamentals — Theory

Department overview

- Outlets and sectors of F&B service; attributes of service personnel; restaurant organisation charts.

Equipment, table management and service

- Types and capacities of glassware; dining table setup; cover laying; sideboard management.

Menu knowledge and service types

- Courses of menu and food accompaniments; breakfast service; room service procedures; service styles and etiquette.

Module 3: Food Safety, Hygiene & First Aid

Sanitation and health

- Personal hygiene of food handlers; food-borne diseases; routes of contamination; garbage disposal; pest-control techniques.

First aid and safety procedures

- Principles of first aid; emergency procedures; hemorrhage; burns; cardiac arrest; shock; first-aid box preparation.
- Kitchen safety, waste management, food safety standards and HACCP.

Module 4: Additional Foundations for Culinary and Hotel Operations

Catering management and food costing

- Types of catering establishments; menu planning; quantity food production; outdoor catering operations.
- Cost concepts, portion control, menu pricing and inventory control.

Larder and bakery foundations

- Cold kitchen operations; salads, sandwiches, dressings, hors d'oeuvres and garnishes.
- Bakery ingredients and equipment; bread making; cakes, pastries, cookies and basic confectionery.

Communication and computer basics

- Basic culinary French terms, menu terminology and kitchen communication.

- Computer fundamentals and MS Word and Excel basics.
- Fundamental English and hospitality-related communication.

Module 5: Hotel Operations — Theory

Front office operations

- Front-office organisation; reservation systems; guest handling; check-in and check-out procedures.

Housekeeping operations

- Housekeeping organisation; cleaning agents and equipment; room layout and linen management; guest-room inspection.

Travel and tourism management

- Tourism concepts; travel agencies and tour operators; Indian tourism destinations; basics of ticketing and itinerary planning.

General proficiency

- Grooming and personal hygiene; professional ethics; teamwork and time management.

Practical Applications — Semester 1

Food production lab

- Equipment identification; knife skills; mise-en-place cutting; peeling, chopping and slicing.
- Egg dishes; basic stocks; soups; rice; dals; fish curries; basic baked goods; cakes; puddings and simple breads.

F&B service lab

- Handling restaurant equipment; table-linen laying; serviette/napkin folding; receiving guests.
- Order taking (K.O.T. and B.O.T.); cover setup; crumbing down; clearance; non-alcoholic beverage service.

SEMESTER 2 — ADVANCED CULINARY, SPECIALTY SERVICE & MANAGEMENT

Module 6: Advanced Cookery, Garde Manger & Bakery — Theory

Meat and poultry cookery

- Selection, cuts and joints.
- Menu examples for poultry, game, beef, pork, ham, bacon, lamb and mutton.

Garde manger and larder work

- Functions of the larder; cold-food presentation; aspic; chaud-froid; charcuterie; appetizers; hors d'oeuvres; forcemeat; sausages; galantines; pâtés and terrines.

Regional and international cuisines

- Indian regional cuisines: Mughlai, Bengali, Goan, Chettinad, South Indian and North Indian.
- International cuisines: French, Italian, Mexican and Chinese.

Bakery and confectionery

- Principles of bread making; faults and remedies; doughs; cakes; icings; pastries; pasta manufacturing; food preservation methods.

Module 7: Beverage Knowledge, Specialty Service & Catering Control — Theory

Beverages

- Alcoholic beverage classification; beer; cider; spirits (whisky, vodka, rum, gin and liqueurs); cocktails.
- International wines: France AOC, Italy, Germany, Champagne, Sherry and Port.

Specialised service operations

- Bar management; Gueridon service; buffet planning; banqueting prospectus; function organisation; guest complaint handling.

Food costing and control

- Control cycle: purchasing, receiving, storing and issuing; yield analysis; recipe standardisation; food-cost percentages; inventory systems (FIFO/LIFO).

Practical Applications — Semester 2

Advanced kitchen lab

- Indian regional menus; international menus (French, Italian and Chinese); tandoori breads/kebabs; specialty sweets; pastes; tarts; pizzas; showpiece breads.

Advanced service and bar lab

- Wine order taking and service (red, white and Champagne); spirit service; setting up and operating a bar.
- Gueridon service preparation; buffet layout; banquet reservations.

On-the-Job Training (OJT) — Six Months

The second semester is devoted to industry training. Departmental exposure is organised according to the student's selected pathway and the available training placement.

Training pathway	Departmental rotation / exposure
Culinary Arts / Food Production	Main Kitchen; Larder & Garde Manger; Bakery; Stores & Receiving
Hotel Operations	Front Office; Food & Beverage Service; Housekeeping

OJT Evaluation Components

- Training log book.
- Training project report covering departmental exposure and learning outcomes.
- Comprehensive viva voce.
- PPT presentation.
- Assessment based on attendance, performance, discipline, and skill acquisition.

International Internship & Placement Opportunity

After successful completion of 6 months of the academic course:

- 100% international internship opportunity for eligible students.
- Students may be offered international internship/industry training based on their learning, practical skills, performance, and merit.
- International placement opportunity after 6 months of internship, subject to the candidate's performance, skills, merit, eligibility, and the requirements of the recruiting organisation.

Career Opportunities

- Commis Chef / Kitchen Assistant
- Food Production Trainee
- Front Office Executive
- F&B Service Associate
- Housekeeping Executive
- Catering Assistant
- Cruise, QSR, and institutional catering roles

Certification

Upon successful completion, students will be awarded the "One-Year Diploma in Hotel Management (Food Production & Service Operations)", with the relevant specialisation/departmental pathway reflected as applicable.

PART II — POST GRADUATE DIPLOMA IN HOTEL MANAGEMENT (PGDHM)

Particulars	Details
Duration	6 Months
Mode of Delivery	Online (Theory & Practical Sessions)
Examination Mode	On-campus term-end examination
Course Fee	₹50,000
Eligibility	Graduate in any discipline; final-year students awaiting results may also apply

Programme Overview

The Post Graduate Diploma in Hotel Management (PGDHM) is an intensive, industry-oriented programme designed to equip students with practical and managerial skills required in the hospitality sector. It focuses on Rooms Division, Food & Beverage Management, and Sales & Marketing, preparing learners for supervisory and managerial roles.

Programme Structure

Semester duration: 6 months (single term).

Core Subjects

1. Rooms Division Management

- Front Office Operations & Guest Handling.
- Housekeeping Management & Supervision.
- Property Management Systems (PMS).
- Reservation & Revenue Basics.
- Hygiene, Safety & Quality Standards.

2. Food & Beverage Management

- Restaurant & Bar Operations.
- Menu Planning & Cost Control.
- Beverage Studies (Alcoholic & Non-Alcoholic).
- Service Techniques & Standards.
- F&B Controls and Inventory Management.

3. Sales & Marketing in Hospitality

- Fundamentals of Hospitality Marketing.
- Digital Marketing & Social Media Strategies.
- Revenue Management & Pricing.
- Brand Management & Customer Relationship Management (CRM).
- Sales Techniques & Corporate Tie-ups.

Teaching Methodology

- Live online classes (interactive sessions).
- Study materials.
- Case studies and industry exposure.
- Virtual demonstrations.
- Assignments and weekly assessments.

Assessment & Evaluation

Component	Marks
Internal assessments (assignments + online tests)	40
Term-end examination (on campus)	60

Certification

Students who successfully complete the programme will be awarded the Post Graduate Diploma in Hotel Management (PGDHM).

Career Opportunities

- Front Office Executive / Supervisor
- Housekeeping Supervisor
- F&B Executive / Restaurant Supervisor
- Sales & Marketing Executive (Hospitality)
- Guest Relations Executive
- Revenue Coordinator