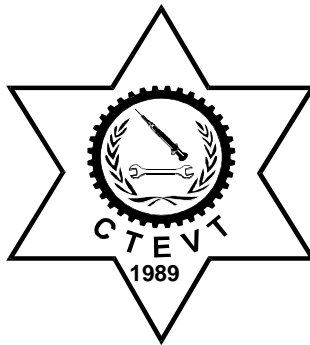


CURRICULUM

Diploma

Hotel Management

(Three year program-semester system)



Council for Technical Education and Vocational Training

Curriculum Development Division

Sanothimi, Bhaktapur

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Introduction

Hospitality industry lies under the travel and tourism industry. Travel and tourism is one of the biggest industries in the world. Next to the oil industry there is no other example of such a large single product industry in the globe as tourism. It is the largest industry in term of employment which is exemplified by the fact that one out of every eight human resources is engaged in this sector. The hospitality industry is diverse and it extends around the world. It has two specific segments: one segment accommodation properties, evolved from old-fashioned wayside inns into operations such as modern hotels, motels, resorts, lodges, cruise ships and similar establishments. In addition to rooms, these establishments often provide a full range of guest services, including food, beverages, convention services, meeting hall, and recreational facilities. The other equally important part of the industry is catering service operations which range from fast food to restaurant, café, and industrial, institutional feeding operations, airline catering and similar operations that prepare and serve food and beverages products. The diploma in hotel management course produces knowledgeable and skilled workforce for these establishments. It will also help in entrepreneur development.

This curriculum is designed with the purpose of producing middle level human resources equipped with knowledge, skills and attitudes related to the field of hospitality industries so as to meet the demand of such workforce in the country and abroad which contribute in the national streamline of poverty reduction of our country, Nepal.

The diploma in hotel management program extends over three years. Each year is divided into two semesters. There are six semesters in total within the period of three years. The first year course includes both foundational and disciplinary subjects specially focus on room division as a core, theoretical, demonstration and practical; the second year course focuses on disciplinary and auxiliary subjects both theoretical and practical, room division and food & beverage as well. Similarly, the third year comprises of the disciplinary subjects and application of learned skills and knowledge in the internship setting.

Course title

Diploma in Hotel Management (DHM)

Aim

To produce middle level human resources required for hotel and catering industry.

Objectives

After completion of this curricular programme, the students will be able:

- a. To apply the professional knowledge and skills in the respected field of hotel and catering industries.
- b. To develop the positive attitudes towards the trade with greater initiative and self-confidence in handling operations.
- c. To apply critical thinking for problem-solving, decision making during the service procedures.
- d. To understand organizational structure and function, and to be able to utilize this knowledge in various outlets of hotel and catering industries.
- e. To follow the quality standards set by the organization for quality assurance of the services offered to customers.
- f. To become a successful entrepreneur in a small size enterprise.

Target group

The target group for this curricular program is all the interested individuals with academic qualification of SLC pass or equivalent or Technical SLC (TSLC) in related subject.

Target location

The target location will be all over Nepal.

Group size

The group size will be maximum of 40 (Forty) in a batch.

Entry criteria

- SLC pass or equivalent or Technical SLC (TSLC) in related subject.
- Should pass entrance examination as administered by CTEVT.
- Final selection will be made on the basis of merit list.

Medium of instruction

The medium of instruction will be in English and Nepali.

Course Duration

The total duration of this curricular program is three years. Each year consists of two semesters of six months each. Moreover, one semester consist of 19.5 academic weeks including evaluation period. Actual teaching learning hours will be not less than 15 weeks in each semester. Sixth semester consists of internship in respective areas such as Food and Beverage Management or Accommodation Management or both of them of hotel and any catering organization and report submission on internship.

Pattern of attendance

Minimum of 80% attendance in each subject is required to appear in the respective final examination.

Teacher and student ratio

1. For theory: As per the nature of the course.
2. For practical/demonstration: 1:10
3. Minimum 75 % of the instructors must be full timer.

Qualification of teachers and instructors

- The teachers must be a master's degree holder in the related area.
- The Instructors must be bachelor's degree holder in the related area.

Instructional media and materials

The following instructional media and materials are suggested for the effective instruction and demonstration.

- *Printed media materials (assignment sheets, case studies, hand-outs, information sheets, individual training packets, procedure sheets, performance check lists, textbooks etc.)*
- *Non-projected media materials (display, flip chart, poster, writing board etc.)*
- *Projected media materials (opaque projections, overhead transparencies, slides etc.)*
- *Audio-visual materials (audiotapes, films, slide-tape programs, videodiscs, videotapes etc.)*
- *Computer-based instructional materials (computer-based training, interactive video etc.)*
- *Food commodities, kitchen tools and equipment*

Teaching learning methodologies

The methods of teachings for this curricular program will be a combination of several approaches such as; illustrated lecture, tutorial, group discussion, demonstration, simulation, guided practice, practical experiences, fieldwork, internship, report writing, term paper presentation, tutoring, role-playing, heuristic and other independent learning.

Theory: Lecture, discussion, assignment, interaction, seminar, group work.

Practical: Demonstration, observation, guided practice, self-practice and case work

Mode of education

There will be inductive and deductive mode of education.

Examination and marking scheme

a. Internal assessment

- There shall be a transparent evaluation system for each subject both in theory and practical exposure.
- Each subject will have internal assessment at regular intervals and students must get the feedback about it.
- Weightage of theory and practical marks will be 20% and 40% respectively.
- Continuous assessment format will be developed and applied by the evaluators for evaluating student's performance in the subjects related to the practical experience.

b. Final examination

- Weightage of theory and practical marks will be 80% and 60% respectively.
- Students must pass in all subjects both in theory and practical to qualify for certification. If a student becomes unable to succeed in any subject s/he shall appear in the re-examination as administered by CTEVT.
- Students shall be allowed to appear in final examination only after completing the internal assessment requirements.

c. Requirement for final practical examination

- Hotel manager/chef /relevant subject teacher must evaluate final practical examinations.
- One evaluator in one setting can evaluate not more than 20 students in a day.
- Practical examination should be administered in actual situation on relevant subject with the provision of maximum one internal evaluator from the concerned institute lead by external evaluator nominated by CTEVT.
- Provision of re-examination shall be as per CTEVT policy.

d. Pass marks

- The students must secure minimum of 40% marks both in theory and practical (Lab). Moreover, the students must secure minimum of 40% marks in the internal assessment and 40% in the semester final examination of each subject to pass the subject.

Note: The evaluation and marking schemes for the internship programme is mentioned separately in the respective sections of the curriculum.

Provision of back paper

There will be the provision of back paper but a student must pass all the subjects of all six semesters within six years from the date of enrolment.

Disciplinary and ethical requirements

- Intoxication, insubordination or rudeness to peers will result in immediate suspension followed by review by the disciplinary review committee of the Polytechnic.
- Dishonesty in academic or practice activities will result in immediate suspension followed by administrative review, with possible expulsion.
- Illicit drug use, bearing arms on Polytechnic, threats or assaults to peers, faculty or staff will result in immediate suspension, followed by administrative review with possible expulsion.

Grading system

The overall achievement of each student will be measured by a final aggregate percentage of all final semester examinations and graded as follow:

<u>Grading</u>	<u>Overall Marks</u>
• Distinction	: 80 % & above
• First division	: 65 % to < 80 %
• Second division	: 50 % to <65 %
• Pass	: 40 % to < 50 %

Certificate awarded

- The Council for Technical Education and Vocational Training will award the certificate of "**Diploma in Hotel Management**" to those students who have successfully completed all the requirements as prescribed by the curriculum.

Career path

The graduates will be eligible for the position equivalent to non-gazetted 1st class/level 5 (technical) as cook, waiter, receptionist, room maid or as prescribed by the Public Service Commission of Nepal or the concerned authorities (hospitality industries) of the country. The graduate will be eligible for registration in related licensing organization or council of the country (if any).

Course Structure

Year: I

Part: I

Semester I

S.N	Subjects	Modes			Total Hours		Distribution of Marks						Total Marks
							Theory			Practical			
		Th	Tt	Pr	Week	Sem	Assessment Marks	Final Marks	Time Hours	Assessment Marks	Final Marks	Time Hours	
1	Nepali I	5			5	75	20	80	3	0	0	0	100
2	English I	5			5	75	20	80	3	0	0	0	100
3	Fundamentals of Travel and Tourism	5		3	8	120	20	80	0	20	30	2	150
4	Introduction to Hospitality Industries	5		1	6	90	20	80	0	0	0	0	100
5	Computer Application	3	1	3	7	105	20	80	3	20	30	2	150
6	Principles of Accounting	6			6	90	20	80	3	0	0	0	100
Total		29	1	7	37	555	120	480		40	60	0	700

Year: I

Part: II

Semester II

S.N	Subjects	Modes			Total Hours		Distribution of Marks						Total Marks
							Theory			Practical			
		Th	Tt	Pr	Week	Sem	Assessment Marks	Final Marks	Time Hours	Assessment Marks	Final Marks	Time Hours	
1	Nepali II	5			5	75	20	80	3				100
2	English II	5			5	75	20	80	3				100
3	Hotel Accounting	6			6	90	20	80	3				100
4	Front Office Operations	4		6	10	150	20	80	3	60	90	4	250
5	Housekeeping Operations	4		6	10	150	20	80	3	60	90	4	250
Total		24		12	36	540	100	400		120	180		800

Note: Th: Theory, Tt: Tutorial and Pr: Practical

Year: II Part: I

Semester III

S.N	Subjects	Modes			Total Hours		Distribution of Marks						Total Marks
							Theory			Practical			
		Assessment Marks	Final Marks	Time Hours	Assessment Marks	Final Marks	Time Hours						
		Th	Tt	Pr	Week	Sem.							
1	Business Communication	4		2	6	90	20	80	3	20	30	2	150
2	Principles of Management	4			4	60	20	80	3	0	0		100
3	Food Production and Patisserie I	4		8	12	180	20	80	3	80	120	4	300
4	Food and Beverage Service I	4		8	12	180	20	80	3	80	120	4	300
5	Principles of Economics	5			5	75	20	80	3				100
Total		21		18	39	585	100	400		180	270		950

Year: II Part: II

Semester IV

S.N	Subjects	Modes			Total hours		Distribution of Marks						Total Marks
							Theory			Practical			
		Assessment Marks	Final Marks	Time Hours	Assessment Marks	Final Marks	Time Hours						
		Th	Tt	Pr	Week	Sem.							
1	Ecology and Environment	4			4	60	20	80	3				100
2	Business Math	5			5	75	20	80	3				100
3	Food Production and Patisserie II	4		8	12	180	20	80	3	80	120	4	300
4	Food and Beverage Service II	4		8	12	180	20	80	3	80	120	4	300
5	Hygiene and Nutrition	5		2	7	105	20	80	3	20	30	2	150
Total		22		18	40	600	100	400		180	270		950

Note:

Th: Theory, Tt: Tutorial and Pr: Practical

Year: III Part: I

Semester V

S.N	Subjects	Modes			Total Hours		Distribution of Marks						Total Marks
							Theory			Practical			
		Assessment	Final	Time	Assessment	Final	Time						
		Th	Tt	Pr	Week	Sem.	Marks	Marks	Hours	Marks	Marks	Hours	
1	Hospitality Sales & Marketing	4		2	6	90	20	80	3	20	30	2	150
2	Food Production and Patisserie III	4		6	10	150	20	80	3	60	90	4	250
3	Entrepreneurship Development	3		2	5	75	16	64	3	8	12	2	100
4	Beverage Studies and Bar Operations	4		4	8	120	20	80	3	40	60	4	200
5	Elective (Any one of the Following)	4		6	10	150	20	80	3	60	90	4	250
	Food and Beverage Management												
	Accommodation Management												
Total		19		20	39	585	96	384		188	282		950

Year: III Part: II (Internship)

Semester VI

S.N	Subjects/departments	Modes			Total Hours		Distribution of Marks						Total Marks
							Theory			Practical			
		Assessment	Final	Time	Assessment	Final	Time						
		Th	Tt	Pr	Week	Sem.	Marks	Marks	Hours	Marks	Marks	Hours	
	Food and Beverage Management or Accommodation Management			48	48	1008					500		500
Total				48	48	1008					500		500

Note: 1. Th: Theory, Tt: Tutorial and Pr: Practical

2. Internship for 1 semester = 21 weeks*48 hours per week = 1008 hour

First Year

Year: I

Part: I

Semester I

1. Nepali I
2. English I
3. Fundamentals of Travel and Tourism
4. Introduction to Hospitality Industries
5. Computer Application
6. Principles of Accounting

नेपाली प्रथम

वर्ष : प्रथम
भाग : प्रथम
सेमेष्टर : प्रथम

कक्षा भार : ५ घण्टा/प्रति हप्ता
सैद्धान्तिक : ५ घण्टा/प्रति हप्ता
प्रयोगात्मक : ० घण्टा/प्रति हप्ता

पाठ्यांश परिचय

यस पाठ्यांश अन्तर्गत विद्यार्थीहरूलाई ज्ञानविज्ञान, प्रविधि संचार, साहित्य आदि विविध विषय क्षेत्रका नेपाली भाषाका प्रयोगसंग परिचित गराउनाका साथै विभिन्न भाषिक पृष्ठभूमि भएका विद्यार्थीहरूमा स्तरीय कथ्य र लेख्य नेपाली भाषाका दृष्टिले देखिन सक्ने त्रुटिहरूको निराकरण गर्ने र नेपाली भाषाका प्रयोगलाई शुद्ध एवं परिष्कृत तुल्याई व्यवहारिक र मौलिक अभिव्यक्तिको विकास गर्ने तर्फ जोड दिइनेछ। यिनै कुरालाई दृष्टिगत गरी यस पाठ्यांश मुख्यतः पठन र बोध, व्याकरण तथा त्यसको प्रयोगको अभ्यासका साथै लिखित अभिव्यक्ति र रचनाशिल्प सम्बन्धी पाठ्यवस्तुहरू समावेश गरिएका छन्।

उद्देश्यहरू

यो पाठ्यांश पूरा गरेपछि विद्यार्थीहरू निम्नलिखित कुरामा सक्षम हुनेछन् :

- स्तर अनुरूप विभिन्न क्षेत्रमा प्रयोग हुने कथ्य र लेख्य नेपाली भाषा सम्बन्धी बोध र अभिव्यक्ति क्षमता बढाउन,
- नेपाली भाषाका पुस्तक पत्रिका, लेख आदि सामग्री पढी स्तरीय भाषामा बुँदाटिपोट, संक्षेपीकरण, विवेचना र समीक्षा गर्ने क्षमता बृद्धि गर्न,
- व्यवहारिक सन्दर्भका अनुच्छेद, चिठी, सूचना, विज्ञापन, निबन्ध, टिप्पणी, प्रतिवेदन आदि प्रयोगमा देखिएका भाषिक त्रुटिहरूप्रति सचेत भई तिनको निराकरण तर्फ उत्मुख हुन,
- वर्णविन्यास, शब्दभण्डार, व्याकरण र वाक्यतत्व सम्बन्धी स्तरीय भाषामा भाव अभिव्यक्ति गर्ने सुझ प्राप्त गर्न,

एकाइ १: वर्ण र अक्षरको संरचनाको पहिचान

१५ घण्टा

- नेपाली स्वर र व्यञ्जन वर्णहरूको परिचय र वर्गीकरण (उच्चारण स्थान, प्रयत्न, घोषत्व र प्राणत्वका आधारमा)
- देवनागरी लिपि र कथ्य नेपाली वर्णहरू
- नेपाली उच्चरित अक्षरहरूको संरचना (स्वर-व्यञ्जन, व्यञ्जन-स्वर, व्यञ्जन-स्वर-व्यञ्जन, व्यञ्जन-व्यञ्जन-स्वर, व्यञ्जन-व्यञ्जन-स्वर-व्यञ्जन) आदिको शब्दगत अक्षर संरचना र अक्षर संख्या)

एकाइ २ : वर्णविन्यास चिन्ह परिचय

१५ घण्टा

क) तत्सम, तद्भव र आगन्तुक शब्दका सन्दर्भमा नेपाली वर्णविन्यासको ज्ञान र अभ्यास

अ) ह्रस्व र दीर्घ (इ ई, उ ऊ) सम्बन्धी नियम र अपवादहरू

आ) श, ष, स

इ) व, व

ई) वा ओ, या ए, ऋ रि, क्ष छे, क्ष छ्य,

उ) ड, ज, ण, न, म पञ्चम वर्ण तथा शिर्बिन्दु र चन्द्रबिन्दु

ऊ) हलन्त सम्बन्धी नियम र अपवादहरू

ए) पदयोग र पदवियोग सम्बन्धी नियमहरू

ऐ) तत्सम शब्दको सन्दर्भमा उपसर्ग र प्रत्यय सम्बन्धी वर्णविन्यास

ख) लेख्यचिन्हहरूको प्रयोग

पूर्णविराम, अल्पविराम, अर्धविराम, प्रश्नबोधक, विस्मयादिबोधक, कोष्ठ, निर्देशक र उद्धरण सम्बन्धी चिन्हहरूको ज्ञान र अभ्यास।

एकाइ ३ : शब्दवर्ग र शब्दरूपायन**१२ घण्टा**

- क) स्रोत :
तत्सम, तद्भव आगन्तुक व्युत्पादन पूर्वसर्ग (उपसर्ग), परसर्ग विभिन्न शब्दवर्ग वा पदको स्रोत, बनोट र कार्यका आधारमा शब्दहरूको ज्ञान, पहिचान र अभ्यास
- ख) नाम, सर्वनाम, विशेषण, क्रियापद, क्रियायोगी, नामयोगी, संयोजक, विस्मयादिवोधक र निपात जस्ता शब्दवर्ग वा पदकोटीहरूको सोदाहरण परिचय, पहिचान र अभ्यास
- ग) रूपायन : नाम, सर्वनाम र विशेषणको लिंग, वचन, पुरुष र आदरका आधारमा रूपायन र रूपावलीको सोदाहरण परिचय र अभ्यास
- घ) लिंग, वचन, पुरुष, आदर, काल, पक्ष, भाव वाच्य र अकरणका आधारमा क्रियापदको रूपायनको सोदाहरण परिचय र अभ्यास ।

एकाइ ४ : शब्दनिर्माण (सन्धि सहित)**१८ घण्टा**

- क) शब्द र शब्द व्युत्पादनको प्रक्रिया, मूल शब्द र व्युत्पन्न शब्द (पूर्वसर्ग, परसर्ग, समास र द्वित्व प्रक्रिया) व्युत्पादन र रूपायनको भिन्नताको ज्ञान र अभ्यास
२ घण्टा
- ख) उपसर्ग (पूर्वसर्ग) द्वारा शब्दनिर्माण
३ घण्टा
निम्नलिखित उपसर्गहरू मात्र
अ, अन, कु, वे, वि, पद्
प्र, अप, सम्, अनु, वि, अधि, अति, उत्, उद्, प्रति, परि, उप, सु, निर, दुस्, दुर्
- ग) परसर्गद्वारा शब्दनिर्माण
५ घण्टा
निम्नलिखित कृत् प्रत्ययको ज्ञान र अभ्यास
नु, ने, एको, तो, दो, एर, इ, न, आइ, ओट, आवट, अत, ओ, आउ, आहा, अक्कड, अन्त, उवा, इलो, अक, अन, इत, त, ता, ति, य, त, अनीय,
निम्नलिखित तद्धित प्रत्ययको ज्ञान र अभ्यास
ली, आली, आलु, आहा, इया, इयार, इलो, औली, यौली, ए, एली, ले, आइ, आई, याई, पन, पना
इक, इत, ई, ईय, ईन, ईण, क, तम, ता, त्व, मय, मान्, वान्, य
- घ) समासद्वारा शब्दनिर्माण
४ घण्टा
समासको परिचय, समास र विग्रहको प्रक्रिया एवम् समस्त शब्दहरूको पहिचानको अभ्यास । समासका प्रमुख प्रकारहरू (तत्पुरुष कर्मधारय, द्विगु अव्ययीभाव, बहुव्रीहि, द्वन्द्व समास) र तिनका आधारमा समस्त शब्दहरूको निर्माण र विग्रह गर्ने एवम् समासको नामको पहिचान गर्ने अभ्यास ।
- ड.) द्वित्वद्वारा शब्दनिर्माण
२ घण्टा
द्वित्व र अन्य व्युत्पादन प्रक्रियामा फरक, पूर्ण, आंशिक र अपरिवर्तित द्वित्व प्रक्रियाद्वारा शब्दनिर्माण गर्ने अभ्यास
- च) सन्धि नियम
२ घण्टा
नेपाली तत्सम र तद्भव शब्दमा प्रयोग हुने प्रमुख सन्धि नियमको परिचय र अभ्यास ।

एकाइ ५ : कृतिसमीक्षा**१५ घण्टा**

निर्धारित साहित्यिक कृति तथा पाठहरूको विभिन्न आकार (विषयवस्तु, कथानक, पात्र, परिवेश, सन्देश, मुलभाव, शीर्षक) मा सामान्य समीक्षा गर्ने अभ्यासको विकास गराउने ।

क) कविता**१२ घण्टा**

- क) लेखनाथ पौड्याल (नैतिक दृष्टान्त)
- ख) लक्ष्मीप्रसाद देवकोटा (वन)

- ग) गोपालप्रसाद रिमाल (परिवर्तन)
घ) भूपि शेरचन (मेरो देश)

ख) उपन्यास:

- क) लीलबहादुर क्षेत्री (बसाई)

३ घण्टा

सहायक पुस्तिका (सम्बद्ध अंशमात्र)

- क) शर्मा सोमनाथ, **मध्यचन्द्रिका**, साभा प्रकाशन, काठमाडौं
ख) शर्मा मोहनराज, **शब्दरचना र वर्णविन्यास, वाक्यतत्त्व र अभिव्यक्ति** काठमाडौं बुक सेन्टर, काठमाडौं
ग) पराजुली कृष्णप्रसाद, **राम्रो रचना मीठो नेपाली**, नेपाली सहयोगी प्रकाशन, काठमाडौं
घ) अधिकारी हेमाङ्गराज, **समसामयिक नेपाली व्याकरण** दोस्रो संस्करण : विद्यार्थी पुस्तक भण्डार

English I

Year: I
Part: II
Semester: I

Total:5 hrs/ w
Theory:5 hrs/ w
Practical: 0 hrs/ w

Course description

This course is designed to provide knowledge to the students on the use of English grammar in English language so as to have better competency in writing, understanding a text and correct use of English in everyday life. It also imparts knowledge and skills about reading, comprehending, communication and creative writing to meet the current and future language needs of the students.

Course objectives

After the completion of this course, the student will be able to:

1. Get familiar with the basic of writing through the correct form of tense and other aspects of English grammar.
2. Get more exposure to the language in practical life
3. Exploit the potential of learning language through literature and developing creativity.
4. Write independently and communicate accurately.

Course contents

Unit 1: Grammar section

40 hours

- 1.1 Tense: uses of simple, continuous and perfect forms of tenses
- 1.2 Auxiliary verbs and uses of modal auxiliary verbs
- 1.3 Voice: change of an active voice into passive voice
- 1.4 Reported speech: changing direct speech into reported speech.
- 1.5 Relative clauses: who, whom, which, when, how, where, whose
- 1.6 Concord – (subject verb agreement)
- 1.7 The use of I wish/If only, you'd better, I'd rather, it is time.....
- 1.8 Verbs + ing form and verb + infinitive
- 1.9 Spelling variations between UK and US English
- 1.10 Homonyms and homophones
- 1.11 Use of inspite of, because, however, although
- 1.12 Use of prepositions of time and place
- 1.13 Formal and informal academic words and expressions
- 1.14 Base adjectives and strong adjectives.
 - Use of 'very' only with base adjectives and "absolutely" only with strong adjectives.
 - Use "really" with both base and strong adjectives

Unit 2: Creative writing

15 hrs

- 2.1 Describing people and places.
- 2.2 Comprehension, note taking and summary writing
- 2.3 Writing on historical events / biography, auto biography

2.4	Essay writing: descriptive and narrative	
Unit 3: Joys of reading		20 hrs
Reading of story and writing related to human being, nature and other aspects of life		
3.1	Poems	5 hrs
3.1.1	The poplar field – William Cowper	
3.1.2	Stopping by Woods on a Snowy Evening- <i>Robert Frost (1874-1963)</i>	
3.2	Biography	3 hrs
3.2.1	The Letter ‘A’, Christy Brown	
3.3	Essay	4 hrs
3.3.1	The Rule of the Road, A.G. Gardiner	
3.4	Story	8 hrs
3.4	The Surgeon, Ronald Dahl	
3.5	The Recurring Dream (A story from England: A Super Natural Story)	

Reference books

1. The Magic of words, S.P. Lohani and R. Adhikari, M.K. Publishers, 1997.
2. Academic Encounter, Bernard Seal, Foundation Books Pvt, New Delhi, 2006.
3. Academic Encounter, Kristine Brown and Sushan Hood , Cambridge University Press, Foundation Books, 2005.
4. Chinar I/II An anthology of Prose and poems, Neena Kaul and Renu Anand; Foundation Books, New Delhi, 2005/2006.
5. New Headway (Intermediate and Upper Intermediate), Liz and John Soars, Oxford University Press, the new edition: the third edition.
6. Model Business Letters, L Gartside, Pitman Publishing 1981.
7. Meaning into the Words (Upper Intermediate) Adrian Doff, Christopher Jones and Keith Mitchell Cambridge University Press, 1997.
8. New generation English- Awasthi J.R., Bhattarai G. R.Khaniya T.R. (Eds.), Vidyarthi Prakashan Pvt. Ltd., 2009.
9. Academic vocabulary in use, Michael Mc Carthy, Felicity O' Dell, CUP, 1994.

Fundamentals of Travel and Tourism

Year: 1	Total: 8 hrs/w
Part: I	Theory: 5 hrs/w
Semester: I	Tutorial: hrs/w
	Practical: 3 hrs/w

Course description

The course explores major concepts in travel and tourism. It deals with tourism concept, tourism evolution, tourism and tourist typology, travel behaviour, tourism planning and development and impacts of tourism. It also imparts knowledge on tourism planning and development.

Course objectives

After the completion of this course, the student will be able to:

1. State the concept of travel and tourism.
2. Understanding the evolution of tourism and component of tourism.
3. Explain economic, socio-cultural, & environmental impact brought by tourism.
4. Discuss the functions and role of tourism related organizations and know about tourism Product.
5. Know about career possibilities in tourism & hospitality industries.

UNIT 1: Introduction to travel and tourism

8 hour

- 1.1 Concept and meaning of tourism
- 1.2 Scope, nature and significance of tourism
- 1.3 Define: tourist, tourism, travel, visitors, and exclusionist
- 1.4 Characteristics of tourism and tourist
- 1.5 Types of tourism and tourist
- 1.6 Importance of tourism
- 1.7 Tourism and its prospects in Nepal
- 1.8 Positive and negative impact of tourism

UNIT 2: Travel behaviour

4 hour

- 2.1 Define travel motivator.
- 2.2 Reason behind travel
- 2.3 The characteristics of Travel
- 2.4 Barrier factors in travel
- 2.5 The stages of tourist journey
- 2.6 The Tourism system

UNIT 3: The evolution process of tourism

6 hour

- 3.1 Evolution of tourism
 - 3.1.1 First phage
 - 3.1.2 Second phage

- 3.1.3 Third phase
- 3.2 Describe the evolution of tourism in the SAARC region.
- 3.3 Explain the evolution of tourism in Nepal.

UNIT 4: Economic, environmental & socio-cultural significance of tourism 5 hour

- 4.1 Cost and benefits of tourism
 - 4.1.1 Socio cultural
 - 4.1.2 Environmental
 - 4.1.3 Economical

UNIT 5: Tourism products 5 hour

- 5.1 Define tourism products.
- 5.2 Nature and characteristics of tourism products
- 5.3 Types of tourism products
- 5.4 Tourism product of Nepal

UNIT 6: Components of tourism 5 hour

- 6.1 Five A's components of tourism
 - 6.1.1 Attraction
 - 6.1.2 Accommodation
 - 6.1.3 Accessibility
 - 6.1.4 Amenities
 - 6.1.5 Activities

UNIT 7: Tourism related organizations 8 hour

- 7.1 National tourism related organization
 - 7.1.1 Ministry of Tourism and Civil Aviation (MOTCA)
 - 7.1.2 Nepal Tourism Boards (NTB)
 - 7.1.3 Hotel Association of Nepal(HAN)
 - 7.1.4 Nepal Association of Travel Agent (NATA)
 - 7.1.5 Trekking Agent Association of Nepal (TAAN)
 - 7.1.6 Nepal Association of Rafting Agent (NARA)
- 7.2 International tourism related organization
 - 7.2.1 United Nation World Tourism Organization
 - 7.2.2 Pacific Asia Travel Association (PATA)
 - 7.2.3 International Air Transport Association(IATA)
 - 7.2.4 International Civil Aviation Organization (ICAO)

UNIT 8: Travel agent and the tour operator 6 hour

- 8.1 The travel agent
- 8.2 Types of travel agent
- 8.3 Functions of travel agency
- 8.4 Source of income for travel agency
- 8.5 The tour operator

8.6	Types of tour operator	
8.7	Package tour	
8.8	Types of package tours	
8.9	Difference between travel agency & tour operator	
8.10	Define guides and escorts	
UNIT 9:	Tourism marketing	6 hour
9.1	Definition	
9.2	Market segmentation	
9.3	Marketing mix	
9.4	Marketing tools in tourism	
9.5	Role of internet in tourism distribution Process	
UNIT 10:	Tourism planning, process and coordination	5 hour
10.1	Nature and scope of planning	
10.2	Importance of planning	
10.3	Steps in tourism planning	
10.4	Types of planning	
10.5	Coordination in planning	
10.6	Planning process	
UNIT 11:	Career opportunities in tourism	4 hour
11.1	Define career	
11.2	Career possibilities	
11.3	Career path in tourism	
11.4	Importance of internship	
11.5	Attributes of tourism staff	
UNIT 12:	Itinerary planning	5 hour
12.1	Definition	
12.2	Basic information	
12.3	Planning the itinerary	
12.4	Resource for planning itineraries	
12.5	Costing of tour	
12.6	Calculating tour cost	
UNIT 13:	Brief description of the law related to travel and tourism	8 hour
13.1	Tourism Acts 2035	
13.2	Travel and Trekking Agency Regulation 2062	
13.3	Hotel, Lodge, Restaurant, Bar and Tourist Guide Regulation, 2038	
13.4	Tourism Policy, 2052	
13.5	Nepal Tourism Board Act 2053	

PRACTICAL

Practical 1

15 hour

Study and submit report of any given destination in the relation with component of tourism.

Practical 2

15 hour

Identify potential benefits and negative impacts that tourism has contributed in a given destination.

Practical 3

15 hour

Visit a destination (nearby) within the travel packages offered by tour operator and prepare a report.

Reference books

1. Walker. John (1999), *Introduction to Hospitality (2nd Edition)*, USA; Prentice- Hall, Inc.
2. Goeldner, R. Charles, Ritchie, Brent J.R & McIntosh, W. Robert (2000).Tourism; *Principles, Practices and Philosophies*. (8th Edition), USA; John Wiley and Sons.
3. Sunetra Roday, Archana Biwal, Vandana Joshi (2012), *Tourism Operations and Management*, Oxford University Press.
4. Gopal Singh Oli& B BChhetri (Revised Edition 2013), *Travel and Tourism Principles and Practices*; Buddha Publications, Kathmandu.
5. Andrew Sudhir, *Introduction to Tourism and Hospitality Industry*, Tata McGraw Hill.

Introduction to Hospitality Industries

Year: 1
Part: I
Semester: I

Total: 6 hrs/ w
Theory: 5 hrs/ w
Tutorial: hrs/w
Practical: 1 hrs/ w

Course description

The course is designed to provide basic and comprehensive knowledge of common hospitality business. It imparts knowledge on different departments along with their function and personnel activities

Course objectives

After the completion of this course, the student will be able to:

1. Explain historical background of hospitality and hotel industry.
2. Understand hospitality industry and its sectors.
3. Classify the hotel industries.
4. Explain the importance of hospitality industry and customer service.
5. Know about different hospitality business and their segments.
6. Familiarize with the law related to hospitality industry.

Course contents

Unit 1: Introduction to hospitality industry

8hrs

- 1.1 Describe hospitality industry and its sectors.
- 1.2 Explain the nature and characteristics of hospitality.
- 1.3 Describe about hospitality products and services.
- 1.4 Explain future trends in hospitality industry.
- 1.5 Define and explain the cruise industry.

Unit 2: Introduction to hotel industry

6hrs

- 2.1 Describe hotels and outline its brief history.
- 2.2 Explain catering establishment with chart.
- 2.3 Explain the classification of hotels.
- 2.4 Describe chain hotels and restaurants.

Unit 3: Customer service skills

8hrs

- 3.1. Importance of customer satisfaction
- 3.2. Creating good customer relations
- 3.3. What do customers need?
- 3.4. How can we exceed customer expectations?
- 3.5. Product knowledge
- 3.6. The sales process
- 3.7. Handling customer complaints

Unit 4: Hotel organization	8hrs
4.1 Describe hotel organization.	
4.2 Explain organization chart of big and small hotel.	
4.3 Explain operational and functional departments.	
4.4 Explain front and back of the house.	
4.5 Explain Importance of organization chart.	
4.6 Explain various departments within the hotel.	
Unit 5: Introduction to front office department	6hrs
5.1 Describe front office and its sections.	
5.2 Discuss the departments that front office co-ordinates with	
5.3 Explain the front office organization chart.	
5.4 Explain job description and job specification of front office personnel.	
Unit 6: Introduction to housekeeping department	6hrs
6.1 Describe housekeeping and its section.	
6.2 Discuss the departments that housekeeping co-ordinates with	
6.3 Explain the housekeeping organization chart.	
6.4 Explain job description and job specification of housekeeping personnel.	
Unit 7: Introduction to food and beverage service department	6hrs
7.1 Describe food and beverage service and its section.	
7.2 Discuss the departments that food and beverage service co-ordinates with	
7.3 Explain the food and beverage service organization chart.	
7.4 Explain job description and job specification of food and beverage service personnel.	
Unit 8: Introduction to food production/kitchen department	6hrs
8.1 Describe food production and its section.	
8.2 Discuss the departments that kitchen co-ordinates with	
8.3 Explain kitchen brigade and its organization chart.	
8.4 Explain job description and job specification of kitchen personnel.	
Unit 9: Law related to hospitality industries	21 hrs
9.1 State about hotel.	
9.2 Describe about legal provisions for registration of hotel.	
9.3 Explain about minimum facilities to be provided by hotels.	
9.4 Discuss about responsibility of hotel entrepreneurs towards guests.	
9.5 Describe about service facilities of workers/employees in hotel business.	
9.6 Describe about other facilities of workers/employees in Hotel business.	
9.7 Explain about provision for workers'/employees' compensation in the event of injury, physical disability, death.	
9.8 State the meaning of labour dispute and settlement.	
9.9 Describe about procedure of individual labour dispute settlement and collective labour dispute settlement.	
9.10 Explain about strike and lock-out.	

- 9.11 State about misconduct done by workers/employees towards Hotel and describe about the punishment for such misconduct.
- 9.12 State about trade union.
- 9.13 State about basic concept of food law.
- 9.14 Describe about law relating to alcoholic business in Nepal.

Practical

Unit 1: Hotel visit

15 hrs

After the completion of the course students are encouraged to visit the nearby star or tourist class hotel to see the basic operational department and their functioning within the hotel, in order to know the exact practical idea about the hotel functioning.

Reference books

1. Walker. John, *Introduction to Hospitality Management*; Pearson Education
2. Principle of Hotel Management B.B Chhetri and Gopal Singh Oli.
3. Shrestha S.K. & Ghimire A., *An Introduction to Hotel Management*; Ekta Publishers.
4. Andrew. Sudhir, *Introduction to Tourism and Hospitality Industry*; Tata McGraw Hill.
5. Kye sung and Raymond, *Welcome to Hospitality an Introduction*; Delmar Publication.

Computer Application

Year: 2
Part: II
Semester: IV

Total:7 hrs/ w
Theory:3 hrs/ w
Tutorial: 1 hr/ w
Practical: 3 hrs/ w

Course description

This course is intended to provide students with the knowledge and skills on basic computer system and information technology.

Course objectives

After the successful completion of this course, the students will be able to:

1. Understand computer system, computer hardware and software.
2. Install and use required operating system, application software and utilities.
3. Perform binary, octal and hexa-decimal calculations and conversions.
4. Know system development life cycle (SDLC).
5. Configure IP addresses on computers on network.
6. Understand concept of internet and e-commerce.

Course contents

THEORY

Unit 1: Introduction to computer

5 hrs

- 1.1. State the history of computer in brief.
- 1.2. State the basic definition, advantages and disadvantages of computer.
- 1.3. State the characteristics of computer in relation to accuracy, speed, vast storage, accuracy, reliability, diligence, automatic, non-intelligent, versatile.
- 1.4. Categorize the computers on the basis of their size:
 - 1.4.1. The large super computers, mainframes, minicomputers, workstations, microcomputers, laptops and palmtops
- 1.5. Describe the applications of computer in various sectors.

Unit2: Computer system

10 hrs

- 2.1. Describe various components of computers.
 - 2.1.1. Input and output devices
Input devices: keyboard, mouse, microphone
Output devices: monitors, printers: impact (dot matrix); non-impact (ink-jet and laser printer), speaker
- 2.2. The central processing unit (CPU)
 - 2.2.1. CU, ALU and registers
- 2.3. Storage
 - 2.3.1. Primary storage: cache memory, RAM and ROM and their types

- 2.3.2. Auxiliary storage: magnetic tape; magnetic disks: hard disk, pen drive, memory card; optical disk: CD, DVD, magneto-optical (MO) devices, The blue-ray technology
- 2.4. Computer software
 - 2.4.1. Introduction
 - 2.4.2. System software: operating system, utility software
 - 2.4.3. Application software: word processor, spread sheet, presentation tool

Unit 3: Number system, Boolean operations and logic gates **6 hrs**

- 3.1. Discuss decimal, binary octal and hexa-decimal number system in detail.
- 3.2. Discuss binary-to-decimal and decimal-to-binary conversion.
- 3.3. Discuss binary addition and subtraction.
- 3.4. Introduce logic gates with description of AND, OR and NOT gates.
- 3.5. Define combinational circuit.

Unit 4: Problem solving using computers **4 hrs**

- 4.1. Discuss algorithm and flowchart as one of the steps in problem solving.
- 4.2. Discuss problem – solving using computers and programming techniques.
- 4.3. Discuss machine language, assembly language, high-level and low-level language with their history and purpose of use.
- 4.4. Describe assemblers, compilers and interpreters with proper examples.

Unit 5: Computer system analysis and development **3 hrs**

- 5.1. Discuss with a case study the steps in system development life cycle.
 - a. Investigation
 - b. Analysis
 - c. Design
 - d. Implementation
 - e. Documentation

Unit 6: Multimedia **4 hrs**

- 6.1. Define multimedia and discuss its various uses in brief.
- 6.2. Discuss various image file formats: PNG, JPEG, GIF, TIF etc.
- 6.3. Briefly discuss animation, audio and video.

Unit 7: Computer network **5 hrs**

- 7.1. Give overview of the computer network.
- 7.2. Discuss various network topologies with their advantages and disadvantages.
- 7.3. Discuss TCP/IP protocol stack.
- 7.4. Discuss various types of network: LAN, MAN and WAN.
- 7.5. Categorize networks in terms of internet and intranet.

Unit8: Introduction to the internet **4 hrs**

- 8.1. Discuss the client-server architecture of computer networks.
- 8.2. Define and discuss World Wide Web (www).
- 8.3. Discuss and understand static vs. dynamic contents on the web.
- 8.4. Define electronic mail (e-mail) and discuss its importance.

Unit 9: Introduction to electronic commerce **2 hrs**

- 9.1. Discuss the basic concept of e-commerce with its various aspects.
- 9.2. Discuss various types of e-commerce.

Unit 10: Societal issues of computer **2 hrs**

- 10.1. Discuss computer crime in context of various ethical issues in computing.
- 10.2. Discuss cyber law.

PRACTICAL

Unit 1: Hardware **6 hrs**

- 1.1. The lab session should introduce various components of computer and give knowledge of basic computer parts.
- 1.2. Perform computer assembling with device related issues.

Unit 2: Software **9 hrs**

- 2.1. The operating system installation
- 2.2. Introduction to device drivers
- 2.3. Files (file names/ formats/ extensions) and folders

Unit 3: MS-DOS **10 hrs**

- 3.1. Lab consisting of several DOS commands to accomplish various tasks
Create, move, rename, copy and delete files/folders

Unit 4: MS-office **15 hrs**

- 4.1. Lab consisting of standard features to perform related tasks on various office element software: MS-word, MS-excel, and MS-power point

Unit 5: Computer network and internet **5 hrs**

- 5.1. Visibility of computers inside a network, sharing of resources, browsing through the Internet, the fundamentals of e-commerce etc.

Reference books

1. Norton, Peter, *Introduction to Computers*, Tata McGraw-Hill.
2. Sinha, P.K., *Computer Fundamentals*, BPB Publication.
3. Kahate, Atul, *Foundation of IT*, Tata McGraw-Hill.

Principles of Accounting

Year: 1
Part: I

Total: 6 hrs/w
Theory: 6 hrs/w
Practical: 0 hrs/w

Course description

This course provides fundamental knowledge about book keeping and accounting, basic principles of book keeping and accounting, preparation of journal entries, posting into ledger, preparation of trial balance, preparation of cash books, preparation of trading account, profit and loss account and balance sheet.

Course objectives

After the completion of this course, the student will be able to:

1. Know the concept of book keeping and basic accounting terminologies.
2. Record of transaction and know the subsidiary books.
3. Handle cash and banking transactions.
4. Handle trial balance and accounting errors.
5. Know the final accounts, depreciation, reserve and provisions.

Course contents

Unit 1: Book keeping and accounting concept

10 hrs

- 1.1 Give the meaning and concept of book keeping and accounting.
- 1.2 Describe the objectives of book keeping and accounting.
- 1.3 Describe the functions of book keeping and accounting.
- 1.4 Basic accounting concepts
 - 1.4.1 Describe the business entity assumption, money measurement assumption, going concern assumption, accounting period assumption, revenue realization principle, cost principle, and matching principle.
- 1.5 Double entry book keeping system
 - 1.5.1 State the meaning and concept of double entry book keeping system.
 - 1.5.2 Explain the features and advantages of double entry system of book keeping.
 - 1.5.3 Explain the accounting cycle.
 - 1.5.4 Show the accounting equations.

Unit 2: Recording of transactions

20 hrs

- 2.1 Define the basic terminologies- capital; liabilities: long-term and short-term liabilities; Assets: fixed assets, current assets, investment, tangible and intangible assets, inventory, revenue and expenses

2.2 Double entry book keeping system

2.2.1 State the meaning and concept of double entry book keeping system.

2.2.2 Explain the features and advantages of double entry system of book keeping.

2.2.3 Explain the accounting cycle.

2.2.4 Show the accounting equations.

2.3 Explain the rules of debit and credit on the basis of personal, real, and nominal accounts and on the basis of increase or decrease of assets, liabilities and capital.

2.4 Book of original entry: journalize the following transactions:

2.4.1 Make journal entries of capital, liabilities, assets, purchase, sales, credit transactions for purchase and sales, loss and gains, revenues and expenses, return outward and inward, compound transactions including acceptance, discounting, and dishonour of bills of exchange.

2.5 Ledger account

2.5.1 State the concept, objectives, importance and utility of ledger account.

2.5.2 Prepare ledger accounts in the form of "T" shape and continuous balance form.

2.5.3 Post into ledger accounts with and without journal entries.

2.5.4 Closing and balancing of ledger accounts.

Unit 3: Subsidiary books and its types

7 hrs

3.1 Purchase book

3.1.1 Explain the concept of purchase book, purchase invoice, trade discount and cash discount.

3.1.2 Prepare purchase book and posting to purchase account.

3.2 Sales book

3.2.1 Explain the concept of sales book, sales invoice.

3.2.2 Prepare sales book and posting to sales account.

3.3 Purchase return book

3.3.1 Explain the concept of purchase return book and debit note.

3.3.2 Prepare purchase return book and posting to purchase return account.

3.4 Sales return book

3.4.1 Explain the concept of sales return book and credit note.

3.4.2 Prepare sales return book and posting to sales return account.

Unit 4: Cash and banking transactions

15 hrs

4.1 Concept of cash and banking transactions: banking concepts

4.1.1 State the meaning of cheque.

4.1.2 Explain the parties involved in a cheque.

4.1.3 Explain the types of cheque.

4.1.4 Define the endorsement of cheque.

4.1.5 Define dishonour of cheque.

4.1.6 Give the meaning of bank statement (pass book).

4.1.7 Give the meaning of cash book.

4.1.8 Prepare single column cash book, double column cash book and triple column cash book.

4.2 Prepare petty cash book- simple and analytical.

4.3 Prepare bank reconciliation statement from cash book balance, pass book balance and overdrafts.

Unit 5: Trial balance and accounting errors

6 hrs

5.1 Trial balance

5.1.1 State the meaning of trial balance.

5.1.2 Explain the objectives of trial balance.

5.1.3 Prepare unadjusted and adjusted trial balance.

5.2 Accounting errors

5.2.1 State meaning and types of accounting errors.

5.2.2 Explain the errors disclosed and not disclosed by trial balance.

5.2.3 Rectify the errors before and after preparation of trial balance.

5.3 Suspense account

5.3.1 Give the meaning, utility and preparation of suspense account.

Unit: 6 Final accounts

20 hrs

6.1 Capital and revenue concept

6.1.1 State meaning and concept capital and revenue concept.

6.1.2 Differentiate between capital and revenue receipts, expenditure, losses, profit and reserves.

6.2 Trading account

6.2.1 State the meaning of trading account.

6.2.2 Explain the importance and advantages of trading account.

6.2.3 Prepare trading account and closing entries.

6.3 Profit and loss account

6.3.1 State the meaning of profit and loss account.

6.3.2 Explain the importance and advantages of profit and loss account.

6.3.3 Prepare profit and loss account and closing entries.

6.3.4 Differentiate between gross profit and net profit.

6.4 Balance Sheet

6.4.1 State the meaning of balance sheet.

6.4.2 Explain the importance and objectives of balance sheet.

6.4.3 Define assets and liabilities.

6.4.4 Describe marshalling of assets and liabilities.

6.5 Preparation of final accounts

6.5.1 Prepare with or without following adjustments: outstanding expenses, prepaid expenses, advance income, accrued income, depreciation, appreciation, closing stock, bad debts, loss of goods, provision for bad debts, provision for discount on debtors, drawing in cash and in kinds, interest on loans, and investments.

Unit 7: Depreciation

7 hrs

7.1 Give the concept and causes of depreciation.

7.2 Advantages of providing depreciation

7.3 Factors affecting the amount of depreciation

7.4 Fixed instalment method

7.4.1 State meaning, advantages and disadvantages, accounting treatment for purchase of assets, charging yearly depreciation, addition and disposal of assets.

7.5 Reducing Balance method

7.5.1 State meaning, advantages and disadvantages, accounting treatment of purchase of assets, additional and disposal of assets, preparation of ledger accounts.

Unit 8: Reserve and provisions

5 hrs

8.1 State the meaning of reserve and provision.

8.2 Explain the objectives of maintaining the following reserves: general reserve and secret reserve, specific reserves; sinking fund, research and development fund, reserve for redemption of liabilities, accounting treatment for: Provision for bad debts, provision for discount on debtors, general research and development fund.

Reference books

1. Dahal Gyahendra, Khaju Ramkaji et.al (2071) **Principles of Accounting I** Pustak Sadan, Bhaktapur.
2. Shrestha Narayan Prasad (2010), **Principles of Accounting I**, M.K. publishers & Distributors, Bhotahity, Katkmandu.

Year: I

Part: II

Semester II

1. Nepali II
2. English II
3. Hotel Accounting
4. Front Office Operations
5. Housekeeping Operation

नेपाली दोश्रो

वर्ष : प्रथम
भाग : दोश्रो
सेमेष्टर : दोश्रो

कक्षा भार : ५ घण्टा/प्रति हप्ता
सैद्धान्तिक : ५ घण्टा/प्रति हप्ता
प्रयोगात्मक : ० घण्टा/प्रति हप्ता

पाठ्यांश परिचय

यस पाठ्यांश अन्तर्गत विद्यार्थीहरूलाई ज्ञानविज्ञान, प्रविधि संचार, साहित्य आदि विविध विषय र क्षेत्रका नेपाली भाषाका प्रयोगसंग परिचित गराउनाका साथै विभिन्न भाषिक पृष्ठभूमि भएका विद्यार्थीहरूमा स्तरीय कथ्य र लेख्य नेपाली भाषाका दृष्टिले देखिन सक्ने त्रुटिहरूको निराकरण गर्ने र नेपाली भाषाका प्रयोगलाई शुद्ध एवं परिष्कृत तुल्याई व्यावहारिक र मौलिक अभिव्यक्तिको विकास गर्ने तर्फ जोड दिइनेछ। यिनै कुरालाई दृष्टिगत गरी यस पाठ्यांश मुख्यतः पठन र बोध, व्याकरण तथा त्यसको प्रयोगको अभ्यासका साथै लिखित अभिव्यक्ति र रचनाशिल्प सम्बन्धी पाठ्यवस्तुहरू समावेश गरिएका छन्।

उद्देश्यहरू

यो पाठ्यांश पूरा गरेपछि विद्यार्थीहरू निम्नलिखित कुरामा सक्षम हुनेछन् :

- स्तर अनुरूप विभिन्न क्षेत्रमा प्रयोग हुने कथ्य र लेख्य नेपाली भाषा सम्बन्धी बोध र अभिव्यक्ति गर्न,
- नेपाली भाषाका पुस्तक पत्रिका, लेख आदि सामग्री पढी स्तरीय भाषामा बुँदाटिपोट, संक्षेपीकरण, विवेचना र समीक्षा गर्ने,
- व्यावहारिक सन्दर्भका अनुच्छेद, चिठी, सूचना, विज्ञापन, निबन्ध, टिप्पणी, प्रतिवेदन आदि प्रयोगमा देखिएका भाषिक त्रुटिहरूप्रति सचेत भई तिनको निराकरण गर्न,
- वर्णविन्यास, शब्दभण्डार, व्याकरण र वाक्यतत्व सम्बन्धी स्तरीय भाषामा भाव अभिव्यक्ति गर्न।

एकाइ १: वाक्यतत्व

- | | |
|--|----------|
| क) उद्देश्य र विधेय: | २० घण्टा |
| अ) उद्देश्य र विधेयको परिचय | २ घण्टा |
| आ) उद्देश्य र विधेयको विस्तारको परिचयात्मक ज्ञान र अभ्यास | |
| ख) क्रियाको परिचय : | २ घण्टा |
| अ) अकर्मक, सकर्मक, द्विकर्मक, पूरकापेक्षी तथा मुख्य र सहायक क्रियाको पहिचान | |
| आ) प्रेरणार्थक क्रिया इ) नामधातु ई) सरल र संयुक्त क्रियामा फरक | |
| ग) काल : | २ घण्टा |
| अ) कालको परिचय | |
| आ) कालका प्रकार अन्तर्गत भूत र अभूत कालको परिचय र त्यस सम्बन्धी अभ्यास | |
| घ) पक्ष : | २ घण्टा |
| अ) पक्षको परिचय | |
| आ) काल र पक्षमा फरक | |
| इ) पक्षका प्रकार अन्तर्गत सामान्य, पूर्ण, अपूर्ण, अभ्यस्त अज्ञात सम्बन्धी ज्ञान र अभ्यास | |
| ङ) भाव अर्थ:: | २ घण्टा |
| अ) भाव वा अर्थको परिचय | |
| आ) भावका प्रकार अन्तर्गत सामान्यार्थ, विध्यर्थ (आज्ञार्थ, इच्छार्थ), अनिश्चयार्थ (सम्भावनार्थ, संकेतार्थ) सम्बन्धी परिचय, ज्ञान र अभ्यास | |
| च) वाच्य : | २ घण्टा |
| अ) वाच्यको परिचय | |
| आ) वाच्यको प्रकार सम्बन्धी ज्ञान | |
| इ) कर्तृवाच्य, कर्मवाच्य र भाववाच्यमा फरक | |

- छ) संगति** **३ घण्टा**
- अ) संगतिको परिचय
 आ) लिंग, वचन, पुरुष, आदर आदिका आधारमा कर्ता र समापिका क्रिया बीच संगति
 इ) वाच्य परिवर्तन र संगति
 ई) विशेषण विशेष्य तथा भेदक भेद्यका बीच संगति
 उ) नाम र सर्वनाम बीचको संगति
- ज) कारक र विभक्ति** **३ घण्टा**
- अ) कारकको परिचय, कारक र विभक्तिको सम्बन्ध, कारकका भेद
 आ) कर्ता, कर्म, करण, सम्प्रदान, अपादान र अधिकारणका साथै सम्बन्ध र पूरकको परिचय सम्बन्धी ज्ञान
 इ) प्रत्यक्ष र अप्रत्यक्ष कर्ममा फरक
 ई) सरल र तिर्यक कारक सम्बन्धी ज्ञान
 उ) विभक्तिको परिचय
 ऊ) विभक्तिको प्रयोग सम्बन्धी नियम अन्तर्गत (प्रथमा, द्वितीया, तृतीया, चतुर्थी, पञ्चमी, षष्ठी, सप्तमी विभक्तिको ज्ञान)
- झ) पदक्रम** **२ घण्टा**
- अ) पदक्रमको परिचय
 आ) विशेषण विशेष्यको पदक्रम : (भेदक, विशेषण र नाम, क्रियायोगी र क्रियाका बीच)
 इ) कर्ता र क्रिया : कर्ता र कर्म (अप्रत्यक्ष र प्रत्यक्ष कर्म) र क्रिया : कर्ता, कर्म र क्रियायोगीको पदक्रम सम्बन्धी ज्ञान
 ई) व्याकरणात्मक र आलंकारिक (साहित्यिक) पदक्रम सम्बन्धी परिचय
- एकाई२: वाक्यका प्रकार र वाक्यान्तरण** **१५ घण्टा**
- क) वाक्यका प्रकार:** **३ घण्टा**
- अ) सरल, संयुक्त र मिश्र वाक्यको पहिचान र अभ्यास
 आ) सरल सामान्य वाक्यको उद्देश्य र विधेय तथा तिनको विस्तार चिन्ने अभ्यास
- ख) वाक्यान्तरण:** **४ घण्टा**
- अ) वाक्यमा लिंग, वचन, पुरुष, आदरार्थी परिवर्तन
 आ) वाच्य परिवर्तन : कर्तृ, कर्म वा भाव मध्ये एक वाच्यबाट अर्को वाच्यमा परिवर्तन
 इ) अप्रेरणार्थकबाट प्रेरणार्थकमा परिवर्तन
 ई) करणबाट अकरण, अकरण बाट करण र युगल अकरणमा परिवर्तन
 उ) सामान्यार्थबाट आज्ञार्थक, इच्छार्थक, सम्भावनार्थक, प्रश्नार्थकमा परिवर्तन
- ग) वाक्य विश्लेषण** **३ घण्टा**
- अ) सरल, संयुक्त र मिश्र वाक्यको पहिचान
 आ) सरल वाक्यको उद्देश्य र विधेय चिन्ने अभ्यास
 इ) मुख्य र आश्रित उपवाक्यहरू चिन्ने अभ्यास
 ई) करणबाट अकरण, अकरण बाट करण र युगल अकरणमा परिवर्तन
- घ) वाक्य संश्लेषण** **३ घण्टा**
- अ) सरल वाक्यबाट संयुक्त र मिश्रवाक्यमा वाक्यसंश्लेषण
 आ) वाक्य संश्लेषण गर्दा कुनै संयोजक, सर्वनाम र असमापिका क्रियाको प्रयोग र विभिन्न पद पदावलीको लोप ।
 इ) सरल वाक्यको नामीकरण, विशेषणीकरण र क्रियायोगीकरण
- ङ) उक्ति परिवर्तन** **२ घण्टा**
- अ) प्रत्यक्ष कथन र अप्रत्यक्ष कथनको पहिचान
 आ) विभिन्न प्रत्यक्ष कथनका वाक्यहरूलाई अप्रत्यक्ष कथनमा परिवर्तन गर्ने अभ्यास

एकाइ ३: बोध तथा प्रयोजनपरक नेपाली**२५ घण्टा**

नेपाली भाषामा बोध क्षमता बढाउने दृष्टिले ज्ञान विज्ञानका विभिन्न क्षेत्रबाट संकलित पाठ्यसामग्रीहरूबाट पठनबोधको अभ्यासका साथै शब्दभण्डार र व्याकरणको समेत अभ्यास गराउने । यस्तो अभ्यास गराउँदा संकायगत विशिष्टता अनुसारका पाठ्यसामग्रीहरूमा जोड दिनु पर्दछ ।

क) बुंदाटिपोट, संक्षेपीकरण र अनुच्छेदलेखन**६ घण्टा**

- अ) सुनेका, सोचेका र पढेका विषयवस्तुहरूका मुख्य मुख्य बुंदाहरू ठम्याउने र टिप्ने अभ्यास ।
आ) विस्तारित र संक्षेपीकृत अभिव्यक्ति पाइने भिन्नताको पहिचानका साथै गद्यांशमा व्यक्त विचारका संक्षेपीकरण गर्ने अभ्यास ।
इ) विभिन्न किसिमका अनुच्छेदहरूको पहिचान र अभ्यास गराउने ।

ख) पत्ररचना**५ घण्टा**

- अ) चिठी, निवेदन, निमन्त्रणा र विज्ञापनको अडग प्रत्यङ्ग सम्बन्धि पहिचान दिने ।
आ) पत्र लेखनका विभिन्न ढाँचा एवम् तरिकाको ज्ञान र अभ्यास : कार्यालयीय निवेदन, सूचना, निमन्त्रणा पत्र र विज्ञापनको रचना सम्बन्धी ज्ञान र लेखनको अभ्यास

ग) निबन्ध लेखन**६ घण्टा**

- अ) निबन्धका प्रकारहरूको परिचय दिने ।
आ) निबन्ध लेखनको लागि बुंदाहरूको निर्माण गर्न सिकाउने र उक्त बुंदाहरूलाई विभिन्न अनुच्छेदमा प्रस्तुत गर्ने र निबन्ध लेखनका लागि अभ्यास गराउने ।

घ) प्रतिवेदन लेखन**८ घण्टा**

- अ) प्रतिवेदन लेखनको परिचय दिने ।
आ) आफुले देखेसुनेको, भोगेको, अनुभव गरेको र अध्ययन गरेको कुनै सन्दर्भ (घटना, सभा समारोह, चाडपर्व, यात्रा, समस्या वा अन्य विषयका कुरा) र तत्सम्बन्धी आफ्ना अनुभव, विचार आदिको समावेश गरी लेखिने गद्यात्मक लामो अभिव्यक्ति स्वरूप प्रतिवेदन (वर्णन, विवरण वा रिपोर्टाज) लेख्ने तरिकाको ज्ञान र अभ्यास ।

एकाइ ४: कृति समीक्षा**१५ घण्टा****क) नाटक:****३ घण्टा**

- अ) विजय मल्ल (बहुलाकाजीको सपना)

ख) निबन्ध :**४ घण्टा**

- अ) लक्ष्मीप्रसाद देवकोटा (वीरहरू)
आ) श्यामप्रसाद शर्मा (आइमाई साथी)

ग) कथा:**८ घण्टा**

- अ) गुरुप्रसाद मैनाली (छिमेकी)
आ) विश्वेश्वरप्रसाद कोइराला (सिपाही)
इ) रमेश विकल (मधुमालतीको कथा)

पाठ्यपुस्तक तथा सहायक पुस्तकहरू:

- क) लक्ष्मी निबन्ध संग्रह
ख) लीलबहादुर क्षेत्री, बसाई, साभा प्रकाशन, काठमाडौं
ग) गोरखापत्र (सम्पादकीय, टिप्पणी, लेखहरू) गोरखापत्र संस्थान काठमाडौं
घ) अनिवार्य नेपाली सम्बन्धी अन्य प्रकाशित पाठ्यपुस्तकहरू

English II

Year: I
Part: II
Semester: II

Total:5 hrs/ w
Theory:5 hrs/ w
Practical: 0 hrs/ w

Course description

This course is continuation of English I. It is designed to provide knowledge on the use of English grammar in English language so as to have better competency in writing, understanding a text and correct use of English so as to meet the current and future language needs of the students.

Course objectives

After the completion of this course, the student will be able to:

1. Get familiar with the basic of writing using the correct forms of tense and other aspects of English grammar.
2. Get more exposure to the language in practical life.
3. Exploit the potential of learning language through literature and developing creativity.
4. Write independently and communicate accurately.
5. Write reports and letters.
6. Develop complete integrated skills.

Course contents

Unit 1: Communication

17 hrs

- 1.1 Meaning of communication
- 1.2 Introduction of verbal, nonverbal and written communication
- 1.3 Different forms of non-verbal communication
- 1.4 Barriers to effective communication
- 1.5 Making requests, asking for permission and offer, and giving suggestions/advice
- 1.6 Reply to the requests, asking for permission, offer and suggestions/advice.

Unit 2: Creative writing

15 hrs

- 2.1 Writing essays
 - 2.1.1 Practice on writing argumentative essays
 - 2.1.2 Article writing on current issues
 - 2.1.3 Book reviews
 - 2.1.4 Report writing on an event/excursion, newspaper reporting
 - 2.1.5 Writing for giving a talk, and speech
 - 2.1.6 Writing stories / memorable events

Unit 3: Letter writing

8 hrs

- 3.1 Letter of complaints and letters to the editor on social issues
- 3.2 Practice on sales letter writing
- 3.3 Letter of application for a job with resume/curriculum vitae.
- 3.4 Dialogue writing and telephone conversation
- 3.5 Memo and notice writing

Unit 4: Grammar	10 hrs
4.1 Indirect questions	
4.2 Idioms and phrasal verbs	
4.3 Use of when, after, while, as soon as etc	
4.4 Making negatives : use of un-, dis-, mis- and non-	
4.5 Use of be + used to + v4	
4.6 Use of used to + v1	
4.7 Uses of adverbs of frequency& degree.	
4.8 Arranging the words into correct order to make suitable sentences	
4.9 Uncountable nouns and plural nouns.	
4.10 Vocabulary difference between UK and US English	
Unit 5: Joys of reading	25 hrs
5.1 Presenting illness	5 hrs
5.1.1 Heart diseases	
5.1.2 Smoking	
5.1.3 Exercise	
5.2 Global issues	4 hrs
5.2.1 Population change	
5.2.2 Flight to the cities	
5.2.3 The environment	
5.2.4 Into the future	
5.3 Poems	5 hrs
5.3.1 The Daffodil – William Wordsworth	
5.3.2 Letter from foreign grave- (From sleepwalk by D.B. Gurung)	
5.4 Speech	4 hrs
5.4.1 I Have a Dream – Martin Luther King	
5.4.2 The Future is now: A Zest for living – Dr Walter F, Stromer	
5.5 Play	3 hrs
5.5.1 Riders to the sea-J.M. Synge	
5.6 Essay	4 hrs
5.6.1 Hurried Trip to Avoid a Bad Star. - M. Lilla & C. Bishop Berry	

Reference books

1. The Magic of words, S.P. Lohani and R. Adhikari, M.K. Publishers, 1997.
2. Academic Encounter, Bernard Seal, Foundation Books Pvt, New Delhi, 2006.
3. Academic Encounter, Kristine Brown and Sushan Hood, Cambridge University Press, Foundation Books, 2005.
4. Chinar I/II An anthology of Pros and poems, Neena Kaul and Renu Anand; Foundation Books, New Delhi, 2005/2006.
5. Link English, Central Department of English, T.U. Kathmandu.
6. New Headway (Intermediate and Upper Intermediate), Liz and John Soars, Oxford University Press, the NEW edition/the THIRD edition.
7. New generation English- Awasthi J.R., Bhattarai G. R. Khaniya T.R. (Eds.)-Vidyarthi Prakashan Pvt. Ltd., 2009.
8. Model Business Letters, L Gartside, Pitman Publishing 1981.
9. Meaning into the Words (Upper Intermediate) Adrian Doff, Christopher Jones and Keith Mitchell Cambridge University Press, 1997.
10. Lesikar, R. V., Pettit, J. D. & et al (2001). *Lesikar's basic business*.
11. *Communication* (8th ed.), New Delhi, Tata McGraw-Hill.
12. Business Communication, Asha Kaul, Modern Economy Edition.

Hotel Accounting

Year: I
Part: II
Semester: II

Total:6 hrs/ w
Theory:6 hrs/ w
Practical: 0 hrs/ w

Course description

The course deals with the concepts related to financial reporting and accounting principles in the hospitality industry and the tools required in these activities. This course introduces cost and financial aspects of accounting in a hotel, the management of financial data and analysis for the hotel operation that results in the production of basic account keeping.

Course objectives

After the completion of this course, the student will be able to:

1. Differentiate between financial accounting and cost accounting.
2. Perform the financial analysis.
3. Review the major contents of the balance sheet of the hospitality industry.
4. Understand the concept of cash flow statement and its preparation.
5. Explain the various hotel cost concepts.
6. Understand the concept of ratio analysis and its uses to assess financial performance.

Unit 1: Accounting for companies

15 hrs

1.1 Company

1.1.1 Concept and meaning of company

1.1.2 Features of company, types of company

1.1.3 Difference between private and public limited company

1.2 Accounting for share capital:

1.2.1 Meaning and types of share and share capital

1.2.2 Accounting for share capital

1.2.3 Issue and allotment of shares, issue at par, at premium and at discount

1.2.4 Calls in advance and arrears

1.2.5 Forfeiture and re-issue of shares

1.2.6 Minimum subscription, over subscription and under subscription of shares

1.2.7 Issue of shares for consideration other than cash

1.3 Accounting for debentures

1.3.1 Meaning and types of debenture

1.3.2 Difference between share and debenture

1.3.3 Issue of debentures at par, at a premium and at a discount

1.3.4 Issue of debentures for consideration other than cash

1.3.5 Issue of debentures with terms of redemption

Unit 2: Final accounts of a company

8hrs

2.1 Trading account: concept and preparation of trading account

2.2 Profit and loss account: concept and preparation of profit and loss account

2.3 Profit and loss appropriation account: concept and preparation of profit and loss appropriation account

2.4 Balance sheet: concept objectives and marshalling of assets and liabilities and preparation of balance sheet

2.5 Preparation of company final account with and without the following adjustment

1. Outstanding expenses

2. Pre-paid expenses

3. Accrued income

4. Income received in advance

5. Deprecation and amortizations

6. Closing stock

7. Bad debts

8. Loss of goods

9. Provision for bad debts

10. Provision for discount

11. Interest on loan

12. Interest on investment

13. Purchase and sales of fixed assets and investment.

14. Goods distributed as samples

15. Transfer to reserve and funds

16. Tax paid and provision for tax

17. Proposed dividend and final dividend paid

18. Managers commission bonus and retirement to employees

Unit 3: Financial statement analysis

5 hrs

1. Meaning and concept, objectives and limitation of financial statement analysis

2. Parties interested in financial statement analysis

3. Meaning , concept and objectives of financial accounting

Unit 4: Cash flow statement

6 hrs

1. Meaning and classification of cash flows

2. Objectives and importance of preparing cash flow

3. Preparation of cash flow under direct and indirect method (with simple and direct adjustment only)

Unit 5: Financial statement analysis of hotel**18 hrs**

- 5.1 Give the meaning of ratio analysis and its definition, importance and limitation.
- 5.2 Types of ratio
 - 5.2.1 Calculate liquidity ratio: current ratio, quick ratio.
 - 5.2.2 Calculate leverage ratio: debt equity ratio, debt to total capital ratio.
 - 5.2.3 Calculate turnover ratio: inventory turnover ratio, debtors turnover ratio, average collection period, fixed assets turnover ratio, total assets turnover ratio, capital employed ratio.
 - 5.2.4 Calculate profitability ratio: gross profit ratio, net profit ratio, return on assets, return on shareholder's equity, return on capital employed, dividend per share, earning per share.
 - 5.2.5 Calculate operating ratios: food sales ratio, beverage sales ratio, average food spent per cover, average beverage spent per cover, food cost ratio, beverage cost ratio, labour cost ratio, average achieved room sales, room occupancy ratio, double occupancy ratio, yield management ratio, revenue per available room(annual), cost per available room(annual), cost per room.

Unit 6: Cost accounting**25 hrs**

- 6.1 Conceptual foundation
 - Concept, objectives, importance and limitations of cost accounting.
 - Difference between cost and financial accounting
- 6.2 Cost and cost classification
 - Concept of cost
 - Classification of cost on the basis of element, function, variability and controllability
- 6.3 Material and material control
 - Meaning and types of material
 - Objectives and essential of material control
- 6.4 Store Keeping
 - Meaning, types and location of store
 - Duties and responsibility of storekeeper
 - Classification and codification of material
 - Preparation of store ledger under LIFO and FIFO method
- 6.5 Stock Level
 - Concept and meaning of stock level
 - Computation of stock levels: re order level, maximum stock level, minimum stock levels, average stock level and reordering quantity

Unit 7: Inventory management

- 7.1. Inventory and inventory management- concept, meaning, objectives,
- 7.2. Concept of EOQ, computation of EOQ and total cost of EOQ using formula

Unit 8: Hospitality costing / service costing**8 hrs**

- 8.1. Cost sheet –concept, objectives and advantages
- 8.2. Objectives of food costing or material costing
 - Material cost (food and beverage cost)
 - food cost sheet/ingredient cost sheet
- 8.3. Food cost percentage
- 8.4. Labour cost, time keeping and time booking
- 8.5. Methods of time keeping
- 8.6. Labour turnover and causes of labour turnover
- 8.7. Effects of labour turnover and measurement of labour turnover
- 8.8. After wage profit, overheads and net profit
- 8.9. Guest register, guest folio, register of coupons issued, guest ledger, arrival departure record
- 8.10. Room rates and determining the room rate using Hubbart formula

Unit 9: Menu costing/pricing**5 hours**

- 9.1 Menu costing- meaning
- 9.2 Methods of menu pricing: non structured method, factor method, prime cost method, actual cost method, gross profit method
- 9.3 Factors for menu pricing
- 9.4 Pricing a la carte and table d hote menu
- 9.5 Banquet costing and banquet menu pricing
- 9.6 Methods of banquet pricing: thirds method and contribution margin method

Reference books

1. Moncarz, E.S., & Portocarrero, N.J. 2003, *Accounting for the hospitality industry*, Upper Saddle River, NJ: Prentice Hall.
2. Michael M. Coltman, 1998, *Hospitality Management Accounting*, John Wiley & Sons Edit. Canada.
3. Robert Christie Mill. 2006, *Managing the Lodging Operation*, Pearson Education.
4. Uniform System of Accounts for the Lodging Industry, Tenth Edition. Educational Institute of American Hotel & Lodging Association (AH&LA).

Front Office Operations

Year: 1 Part: II Semester: II	Total: 10 hrs/w Theory: 4 hrs/w Practical:6 hrs/w
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Course description

This course is designed for the students of diploma in hotel management under CTEVT. This course is design in practical approach to develop the basic comprehensive knowledge and skills on the operation of hotel front office.

Course objectives

After the completion of this course, the student will be able to:

1. Describe the role of front office in hotel operations.
2. Identification and proper handling of tools and equipment use in front office department.
3. Receiving and processing guest reservation.
4. Receiving guest inquiries.
5. Maintain the guest account.
6. Perform the night auditing duties.
7. Guest check-in check-out
8. Handling guest mails and messages
9. Perform the bell desk service.
10. Uses of PMS application in front office department.
11. Describe role of front office for maintaining guest safety and security.

Course contents

Unit1: Front office organization

12 Hrs

- 1.1 Introduction
- 1.2 Role of front office department in all category hotels
- 1.3 Organization chart of front office departments in small, medium and large hotel
- 1.4 Lay out of front office department
- 1.5 Sections and their primary functions
 - 1.5.1 Reservation
 - 1.5.2 Information
 - 1.5.3 Reception
 - 1.5.4 Cashier
 - 1.5.5 Telephone operator
 - 1.5.6 Bell desk / concierge
 - 1.5.7 Lobby desk
 - 1.5.8 Business Centre

1.6 Duties and responsibilities of front office personnel

- 1.6.1 Front office manager
- 1.6.2 Lobby manager/GRE
- 1.6.3 Reservation assistant
- 1.6.4 Receptionist
- 1.6.5 Information assistant
- 1.6.6 Cashier
- 1.6.7 Telephone operator
- 1.6.8 Bell boy
- 1.6.9 Guest relation officer
- 1.6.10 Airport representatives
- 1.6.11 Travel desk attendants

1.7 Quality attributes essential among front office person

1.8 Co-ordination of front office with other department

Unit 2: Front office tools and equipment

3 Hrs

- 2.1. Common Tools and equipment used in front office. (manual and mechanical)
- 2.2. Common terms terminologies and room symbols use in front office
- 2.2. Types of guest room
- 2.3. Room tariff and tariff cards
- 2.4. Hotel meal plan
- 2.5. Hotel Key and handling system
 - 2.5.1 Manual key /electronic key (grand master key, maser key, room key)
- 2.6. Handling and controlling keys

Unit 3: Guest Services

3 Hrs

- 3.1 Handling guest mails and message
- 3.2 Guest paging
- 3.3 Safe deposit locker
- 3.4 Process of handling safe deposit locker
- 3.5 Left luggage handling procedure
- 3.6 Wake-up call
- 3.7 Bell desk services
- 3.8 Types of guest complaint
- 3.9 Handling guest complaints

Unit 4: Guest cycle

10 Hrs

- 4.1 Guest cycle and activities (pre-arrivals, arrival, occupancy, departure)
- 4.2 Reservation and its importance
- 4.3 Types of reservation
 - Guaranteed reservation
 - Non-guaranteed reservation
- 4.4 Modes of reservation
- 4.5 Sources of reservation
- 4.6 Reservation processing steps
- 4.7 Factors affecting reservation

4.8 Reservation correspondence

Unit 5: Guest registration

8 Hrs

- 5.1. Importance of registration, different forms formats used for registration
- 5.2. Pre-registration
- 5.3. Registration process
- 5.4. Guest check-in procedure in manual and automated hotels
- 5.5. Front office accounting
 - 5.5.1. Front office accounting cycles
 - 5.5.2. Creation, maintenance and settlement of account
 - 5.5.3. Types of guest accounts
 - Voucher
 - Folio.
 - Ledger

Unit 6: Guest check-out and settlement

5 Hrs.

- 6.1. Guest departure procedure in manual and automated system
- 6.2. Mode of payments
- 6.3. Foreign currency exchange
- 6.4. Potential check-out problem and solutions
- 6.5. Late check-out
- 6.6. Improper posting changes
- 6.7. Role of bell desk while checking-out guest

Unit 7: Night auditing.

5 Hrs.

- 7.1 Introduction and importance of night auditing
- 7.2 Duties and responsibilities of night auditors
- 7.3 Night audit Process
 - 7.3.1 Establishing the end of the day
 - 7.3.2 Completing outstanding posting
 - 7.3.3 Reconciling the transactions
 - 7.3.4 Verifying no show
 - 7.3.5 Preparing the reports
 - 7.3.6 Updating system

Unit 8: Property management system.

5 Hrs.

- 8.1 PMS application in front office
 - 8.1.1 Reservation module
 - 8.1.2 Front desk module
 - 8.1.3 Room module
 - 8.1.4 Cashier module
 - 8.1.5 Night audit module
 - 8.1.6 Set- up module
 - 8.1.7 Back office module

Unit 9: Switch board operations**3 Hrs.**

- 9.1 Telephone operating system
 - 9.1.1 Job description of the telecommunication department
 - 9.1.2 Different telephone exchange system used in hotel
 - 9.1.3 Basic telephone etiquettes
 - 9.1.4 Skills and competencies essential for telephone operators

Unit 10: Hotel safety and security**6 Hrs.**

- 10.1. Hotel security staff and systems
- 10.2. Security through key handling
- 10.3. Security through information
- 10.4. Dealing with unusual event, in case of accident, fire in hotels, death in hotel, theft, earthquake, bomb threats
- 10.5. Crisis communication management
- 10.6. Fire safety
- 10.7. Classification of fire

Practical**60 hrs**

- 1. Identification of tools and equipment used in front office.
- 2. Prepare a hotel brochure and information sheets.
- 3. Handling telephone switch board.
- 4. Develop various forms and formats used in front office.
- 5. Bell desk services:
 - 5.1. Handling guest baggage while guest arrive and departure
 - 5.2. Escorting guest to the room
 - 5.3. Explaining facilities inside the room
 - 5.4. Handling left luggage
- 6. Handle reservation inquiries and receive reservation request.
- 7. Confirm reservation request.
- 8. Amendment of reservation request.
- 9. Reservation Cancellation
- 10. Write reservation correspondence (confirmation, cancellation, if not accommodating with alternative option, amendment).
- 11. Receive guest and providing information.
- 12. Prepare VIP, VVIP, CIP, amenities.
- 13. Make a registration for VIP, VVIP, CIP, FIT, scanty baggage guest.
- 14. Handle key.
- 15. Create and maintain guest account.
- 16. Provide guest locker services.
- 17. Provide the room change services.
- 18. Handling paging service
- 19. Handling guest mails and messages
- 20. Perform guest check-in and check-out.

21. Prepare and maintain various voucher and ledger.
22. Handle fax, photocopy, and credit card machine.
23. Prepare night audit report.

Field visit and report presentation

30 hrs

Reference books

- Hotel Management Principles and Practices; Gopal Singh Oli and B.B Chhetri, Buddha Publication, Kathmandu.
- Tiwari, Jatashankar. (2009), Hotel Front Office Operations and Management (2nd Ed), Oxford University Press, India.
- Andrews, Sudhir. (2007). Front Office Management and Operations. Tata Mac. India
- Hotel Management “Surya Kiran Shrestha and Anand Ghimire”.

Housekeeping Operations

Year: I
Part: II
Semester: II

Total:10 hrs/ w
Theory:4 hrs/ w
Practical: 6 hrs/ w

Course description

This course provides knowledge and skills on housekeeping operation and management. It provides knowledge on co-ordination, laying out, department organization, cleaning agent, materials, supplies and equipment, and different services. It imparts skills on cleaning, polishing, Room setting and laying including equipment handling.

Course objectives

After the completion of this course, the student will be able to:

1. Classify the hotels based on different criteria.
2. Appreciate the placement of house- keeping as an important support department in the organization of hotel.
3. Assess the scope of house-keeping in establishments other than hotels.
4. Identify the various kinds of beds, mattresses and bedding and discuss their maintenance and cleaning.
5. Understand working procedure of linen & uniform room.
6. Know public area management & service.
7. Perform cleaning and arrangement activities.
8. Provide laundry service.
9. Describe, key controls and different form and formats use in the department.

Course contents

THEORY

- | | |
|---|--------------|
| Unit 1: Introduction to housekeeping | 12 Hrs |
| 1.1. Describe housekeeping department, its importance & function. | |
| 1.2. Describe the primary role of housekeeping in hotel. | |
| 1.3. Explain the sections of the housekeeping department, their functions and layout. | |
| 1.4. Discuss the hierarchy of housekeeping in large medium and small hotel. | |
| 1.5. Explain the attributes of housekeeping staff. | |
| 1.6. Describe job description of housekeeping personnel. | |
| 1.7. Describe the co-ordination with other departments like front office, engineering, F& B, security, purchase, HRD, accounts. | |
| Unit 2: Guest rooms | 6 Hrs |
| 2.1 Describe guest room. | |
| 2.2 Describe the types of guest rooms. | |
| 2.3 Enlist supplies and contents guest bed room and bathroom. | |
| 2.3.1 Its importance | |
| 2.3.2 Proper place | |
| 2.4 Describe the amenities & facilities for VIP guest rooms. | |
| 2.5 Describe different types of bed with size. | |

Unit 3: Cleaning equipment and cleaning agents

12 Hrs

3.1. Describe the classification, use, care, storage & maintenance of cleaning agents and equipment.

3.1.1. Explain the selection & purchase criteria of cleaning agents and equipment.

3.1.2. Explain the distribution & control of cleaning agents and equipment.

3.1.3. Explain the safety measure while using cleaning agents and equipment.

3.1.4. Cleaning agents

- Solvents
- Detergents & soaps
- Abrasives
- Liquid cleaning agents
- Washing soda
- Bars, powders and flakes
- Window cleansers
- Acids and alkali
- Absorbents
- Paraffin oil
- Polishes
- Disinfectants, antiseptics & deodorants

3.2. Cleaning equipment

3.2.1. Manual cleaning equipment

- Brushes
- Mops
- Broom
- Melamine foam
- Squeegees
- Cloths (dusters)
- Carpet sweeper
- Spray bottle

3.2.2 Mechanical cleaning equipment

- Vacuum cleaners
- Scrubbing / polishing machines
- Hot water extraction

Unit 4: Cleaning organisation	8Hrs
4.1 Frequency of cleaning	
4.2 Guest room cleaning	
4.2.1. Procedure for entering in a guest room	
4.2.2. Occupied rooms cleaning procedures	
4.2.3. Departure room cleaning procedure	
4.2.4. Bathroom cleaning procedure	
4.2.5. Daily dusting in vacant room	
4.2.6. Special care for dirty dozen	
4.3. Turndown service	
4.4. Spring Cleaning	
Unit 5: Housekeeping procedures	3 Hrs
5.1 Briefing, debriefing	
5.2 Gate pass	
5.3 Indenting from stores	
5.4 Inventory of housekeeping items	
5.5 Floor pantry	
5.6 Rules on guest floor	
Unit 6: House keeping control desk	5 Hrs
6.1 Role of housekeeping control desk	
6.1.1 Importance	
6.1.2 Co-ordination with other department	
6.1.3 Types of file and register maintained by the house keeping control desk	
6.2 Key, types of key, key controlling procedures	
6.3 Lost and found concept, handling lost and found procedure	
6.4 Handling of guest queries, problem, request, general operations of control desk	
Unit 7: Linen and uniform	10Hrs
7.1 Introduction of linen	
7.2 Types of linen and its standard size	
• Bed linen	
• Soft furnishing	
• Bath linen	
• Napery	
• Restaurant linen	
7.3 Uniform used by hotel staff	
7.4 Inventory control and types of inventory	
7.5 Par stock importance of par stock	
7.6 Procedure of establishing par stock	
7.7 Uniform and linen exchange procedure	

Unit 8: Safety and securities**4 hrs.**

- 8.1. Potential hazards in housekeeping
- 8.2. Safety awareness and accident prevention
- 8.3. Fire prevention and fire fighting
- 8.4. First aid
- 8.5. Crime prevention
- 8.6. Dealing with emergencies
- 8.7. Guest and employee thefts
- 8.8. Sickness and death

PRACTICAL**90 hrs****1. Cleaning and washing**

- 1.1 Handle/calibrate cleaning tools/equipment.
- 1.2 Handle cleaning agents.
- 1.3 Perform sweeping /mopping – dry, wet vacuum cleaning.
- 1.4 Clean different floor finishes using floor scrubbing machine.
- 1.5 Clean rug/carpet.
- 1.6 Empty wastebasket.
- 1.7 Empty and clean ashtrays.
- 1.8 Transport trash and waste to disposal areas.
- 1.9 Wash glass/windows.
- 1.10 Wash walls/ceiling.
- 1.11 Wash woodwork.

2. Polishing & cleaning

- 2.1 Perform polishing on laminated surfaces.
- 2.2 Perform Polishing on brass articles.
- 2.3 Perform Polishing on copper articles.
- 2.4 Perform cleaning of glass surface.
- 2.5 Perform cleaning of oil painted surfaces.
- 2.6 Perform cleaning of plastic painted surfaces.
- 2.7 Perform mansion polishing on floor.

3. Guest room

- 3.1 Layout/set guest room /supplies/placement.
- 3.2 Perform bed making.
- 3.3 Guest room cleaning
- 3.4 Bathroom cleaning

4. Maid cart

- 4.1 Set the maid cart.
- 4.2 Prepare room supplies.
- 4.3 Prepare fresh linen.
- 4.4 Prepare cleaning supplies.

5. Public areas cleaning

- 5.1 Clean lobbies.
- 5.2. Clean banquet hall.
- 5.3. Clean elevators.
- 5.4. Clean lounges.
- 5.5. Clean restrooms.
- 5.6. Clean stairways.
- 5.7. Clean locker rooms.
- 5.8. Clean Garden.

6. Floor cleaning

- 6.1. State all types of floor cleaning methods.
- 6.2. Mop the floor.
- 6.3. Scrub the floor using powered scrubbing machine.
- 6.4. Sweep floor.
- 6.5. Wax floor using waxing machine.

7. Linen and uniform room /linen uniform inventory

- 7.1. Take linen inventory.
- 7.2. Take uniform inventory.
- 7.3. Discard linens/uniforms.
- 7.4. Replenish linens.

8. Laundry

- 8.1. Handle / calibrate laundry equipment.
- 8.2. Fold linen and uniform.
- 8.3. Handle of the different laundry detergents and chemicals.

9. Key control system

- 9.1 Types of key and its control procedure

10. Furniture cleaning

11. Forms and formats

- 11.1. Define forms and formats.
- 11.2. Describe different form and formats use in the department.

12. Flower arrangement

- 12.1. Define flower arrangement.
- 12.2. Explain style of flower decoration.
- 12.3. List materials required for flower decoration.
- 12.4. Discuss the theme of flowers.

13. Desk control

- 13.1. Keep the record of requests.
- 13.2. Supply the guest's request.
- 13.3. Maintain the logbook.

14. Lost And found

- 14.1 Keep the records of lost and found.
- 14.2 Handling and controlling procedure
- 14.3 Coordinate with front office.

Reference books

1. *Housekeeping Training Manual*- Sudhir Andrews.
2. *Hotel, Hostel & Hospital Housekeeping*- Brenscon & Lanox.
3. *Hotel Management Principles and Practices*; Gopal Singh Oli and B.B Chhetri, Buddha Publication, Kathmandu.
4. *Housekeeping Management* –Margaret Kappa, Aleta Nitscheke Patricia B Schappert.
5. *Hotel Housekeeping Operation and Management* - G Raghubalan & Smritee.

Second Year

Year: 2

Part: I

Semester III

1. Business Communication
2. Principles of Management
3. Food Production and Patisserie I
4. Food and Beverage Service I
5. Principles of Economics

Business Communication

Year: 2
Part: I
Semester: III

Total: 6 hrs/ w
Theory: 4 hrs/ w
Tutorial: 1 hr/ w
Practical: 2 hrs/ w

Course description

This course is designed to impart knowledge and skills on business letters, employment communication, communication in business and business correspondence. It also deals with communicating across cultures, personality development, and effective interpersonal skills, Oral and visual communication.

Course objectives

After the completion of this course, the student will be able to:

1. Develop an understanding about the roles of communication in business, especially hotel industries.
2. Enhance basic qualities of writing business documents like letters, reports, emails, etc.
3. Strengthen employment communication- persuasive job application, resume, interview, and presentation skills.
4. Develop understanding in non-verbal communication, listening and intercultural communications.
5. Become familiar with nature of team work and coordination, and ethics in employment and business.
6. Use effective interpersonal skills, oral and visual communication.
7. Acknowledge the importance of personal hygiene, proper sanitation, patience, tolerance and value of time.

Course Contents

THEORY

Unit 1: Communication

12 hrs

- 1.1 Explain the types of communication: oral, verbal, non-verbal, written communication.
- 1.2 List the importance of communication.
- 1.3 Explain the process of communication.
- 1.4 Explain model of communication.
- 1.5 Explain the measures of effective communication.
- 1.6 Define the universal elements of communication.
- 1.7 Describe oral presentation and its types; write the techniques of effective oral presentation skills.
- 1.8 Explain the guidelines of improving non-verbal communication.
- 1.9 Explain the ways of improving writing skills in written communication.

Unit 2: Business Letters**15 hrs**

- 2.1 Enlist the essential components of complete blocked format letter.
- 2.2 Define and write the letters of enquiry and reply.
- 2.3 Define and write the letters requesting quotation and reply.
- 2.4 Define and write the letters of order and cancellation of order.
- 2.5 Define and write complaint letter.
- 2.6 Explain AIDA strategy.
- 2.7 Define and write dunning or debt collection letter.
- 2.8 Define and write credit correspondence letters.
- 2.9 Write guests follow up letters.
- 2.10 Explain your viewpoint/attitude in letter writing.

Unit 3: Employment communication**15 hrs**

- 3.1 Define interview.
- 3.2 Explain the techniques of conducting effective Interview.
- 3.3 Explain the roles of interviewee and Interviewer for successful Interview.
- 3.4 Meeting: Meaning & difference between formal and informal meeting
- 3.5 Write notice and agenda of the meeting
- 3.6 Write minutes of the meeting; explain the techniques of conducting meeting.
- 3.7 Write memo format reports, letter format report.
- 3.8 Write persuasive job application.
- 3.9 Define and write innovative format of resume.
- 3.10 Write effective e-mail.

Unit 4: Communicating across cultures**7 hrs**

- 4.1 Define culture, list ways of improving multicultural sensitivity.
- 4.2 Differentiate listening and hearing, state the importance of listening.
- 4.3 Define & differentiate between team and group.
- 4.4 List the characteristics of successful team.
- 4.5 Explain the ethics in business and communication.

Unit 5: Business correspondence**5 hrs**

- 5.1 Write banking correspondence letters about opening an account, stopping the payment of cheque, requesting overdraft.
- 5.2 Write insurance correspondence about its policies and registering membership.
- 5.3 Write travel agency and airlines correspondence.
- 5.4 Write currency exchange and money transfer correspondence.

Unit 6: Personality development and communication in business**6 hrs**

- 6.1 Define and explain personality development.
- 6.2 State and list some personality traits: self confidence, personal hygiene, emotion, sanitation, practicing courtesy, punctuality, ego and grooming; positive thinking, motivation, we attitude, face saving, tolerance and acknowledging their roles in business communication

PRACTICAL

Unit 1: Communication: an introduction

4 hrs

- 1.1 Conduct communication practice: group presentation- 2 times (students will be divided into groups for presentation. Each group would consist of 5 members. However, each member of group has to present within the allocated time of the every group)

Unit 2: Business letters

6 hrs

- 2.1 Write different types of letters depending upon situations (related to the types of letters from unit 2 and 5).

Unit 3: Employment communication

6 hrs

- 3.1 Conduct role play- 1 time (students will be divided as interviewer, interviewee, chairman or CEO of an organization, participants of a meeting and they will have to play the roles as assigned by the examiner/teacher)
- 3.2 Arrange field visit and get written assignment (students will be asked to visit a fair and write report about that in assigned format).

Unit 4: Communicating across cultures

2 hrs

- 4.1 Practice hearing and listening (students will be evaluated orally about the topic of the units).

Unit 5: Personality development and communication in business

12 hrs

- 5.1 Perform individual presentation-2 times (Each students will be given a topic of presentation related to the course).

Reference books

1. Baron, R. A. (2002). Psychology (5th ed.), New Delhi, Pearson.
2. Bovee, C. L., Thill, J. V. & et al (2003). Business communication today (7th ed.), New Delhi, Pearson.
3. Lesikar, R. V., Pettit, J. D. & et al (2001). Lesikar's basic business communication (8th ed.), New Delhi, Tata McGraw-Hill.
4. Maslow, A.H. (2003). Motivation and personality (3rd ed.), New Delhi, Pearson.
5. Taylor, S. (2004). Model business letters, emails & other business documents (6th ed.), New Delhi, Dorling Kindersley Pvt. Ltd.

Principles of Management

Year: 2
Part: I
Semester: III

Total:4 hrs/ w
Theory: 4 hrs/ w
Practical: hrs/ w

Course description

The course in business studies is introduced to provide students with a sound understanding of the principles and practices bearing in business (trade and industry) as well as their relationship with the society. The course has been designed to help the students understand the framework within which a business operates; foster an understanding of the social and ethical issues and to allow students to appreciate that business as an integral component of society.

Course objectives

After the completion of this course, the student will be able to:

1. Understand the concept of business with special reference to economic and non-economic activities and appreciate the economic and social objectives of business.
2. List the different forms of business organisations and develop an understanding of global enterprises, joint ventures and public private partnership.
3. Understand the various business services and state the concept of social responsibility.
4. Understand the principles of management and various functions of management.
5. Explain the emerging modes of business at local and international level.

Course contents

Unit 1: Nature and purpose of business

5 hrs

- 1.1 Business concept: concept includes meaning and features
- 1.2 Objectives of business
- 1.3 Classification of business activities - industry and commerce
- 1.4 Industry-types: primary, secondary, tertiary-meaning and subgroups
- 1.5 Commerce-trade: (types-internal, external; wholesale and retail)

Unit 2: Forms of business organizations

8 hrs

- 2.1 Sole proprietorship concept
 - 2.1.1 Merits and limitations
- 2.2 Partnership-concept
 - 2.2.1 Types, merits and limitation of partnership
 - 2.2.2 Registration of a partnership firm
 - 2.2.3 Partnership deed
 - 2.2.4 Types of partners

- 2.3 Cooperative societies-concept
 - 2.3.1 Types, merits, and limitations of cooperative societies
- 2.4 Company-concept, merits and limitations
 - 2.4.1 Types: private and public-concept
 - 2.4.2 Formation of company-stages
 - 2.4.3 Important document (memorandum of association, articles of association, certificate of incorporation and certificate of commencement)
- 2.5 Changing role of public sector enterprises
- 2.6 Global enterprises, joint ventures, public private partnership – concept
- 2.7 Choice of form of business organization

Unit 3: Business services 8 hrs

- 3.1 Banking: types of bank accounts- savings, current, recurring, fixed deposit and multiple option deposit accounts
- 3.2 Banking services with particular reference to issue of bank draft, banker’s cheque (pay order), bank overdraft, cash credit and e-banking
- 3.3 Insurance: principles, types –life, health, fire and marine insurance –concept

Unit 4: Small business 5 hrs

- 4.1 Small scale enterprise: meaning, concept and types
- 4.2 Role of small business in Nepal with special reference to rural areas
- 4.3 Government schemes and agencies for small scale industries with special reference to rural and backward areas

Unit 5: Nature, significance and principles of management 8 hrs

- 5.1 Management-concept, objectives, and importance
- 5.2 Management as science, art and profession
- 5.3 levels of management
- 5.4 Management functions-planning, organizing, staffing, directing, controlling and coordination- concept and importance
- 5.5 Principles of management- concept and significance
 - 5.5.1 Fayal’s principles of management
 - 5.5.2 Taylor’s scientific management- principles and techniques

Unit 6: Planning 5 hrs

- 6.1 Concept, importance and limitation
- 6.2 Types of planning
- 6.3 Planning process, describe the steps in the process of planning, single use and standing plans, objectives, strategy, policy, procedure, method rule, budget and program

- Unit 7: Organizing** **5 hrs**
- 7.1 Concept and importance
 - 7.2 Organizing process
 - 7.3 Structure of organization- functional and divisional concept, formal and informal organization- concept
 - 7.4 Delegation: concept, elements and importance
 - 7.5 Decentralization: concept and importance
- Unit 8: Staffing** **5 hrs**
- 8.1 Concept and importance of staffing
 - 8.2 Staffing as a part of human resource management concept
 - 8.3 Staffing process,
 - 8.4 Recruitment process
 - 8.5 Selection- process
 - 8.6 Training and development- concept and importance
 - 8.7 Methods of training- on the job and off the job- induction training, vestibule training, apprenticeship training and internship training
- Unit 9: Directing** **5 hrs**
- 9.1 Concept and importance,
 - 9.2 Elements of directing
 - 9.2.1 Supervision –concept, function of a supervisor
 - 9.2.2 Motivation-concept
 - 9.2.3 Maslow’s hierarchy of needs, financial and non-financial incentives
 - 9.3 Leadership- concept, styles- authoritative, democratic and laissez faire
 - 9.4 Communication- concept, formal and informal communication
 - 9.5 Barriers to effective communication and how to overcome the barriers
- Unit 10: Controlling** **3 hrs**
- 10.1 Concept and importance
 - 10.2 Relationship between planning and controlling
 - 10.3 Steps in process of control
- Unit 11: Emerging modes of business** **3 hrs**
- 11.1 E-business- scope and benefits
 - 11.2 Resources required for successful e-business implementation, online transaction, payment mechanism
 - 11.3 Security and safety of business transactions

Reference books

1. Tripathi, P.C., Reddy P.N., *Principles of Management*, 2003, Tata McGraw-Hill Publishing Company Limited, New Delhi.
2. Poudyal S.R., Pradhan G.M., Bhandari K.P., 2064, *Principles of Management*, Asmita Publication, Kathmandu.
3. Poudyal S.R., Pradhan G.M., Parajuli D, *Business Organization and Office Management*, Grade XI, edition 2065, Asmita Publication, Kathmandu.
4. Poudyal S.R., Pradhan G.M., Parajuli D, *Business Organization and Office Management*, Grade XII, edition 2065, Asmita Publication, Kathmandu.

Food Production and Patisserie I

Year: 2
Part: I
Semester: III

Total: 12 hrs/ w
Theory: 4 hrs/ w
Practical: 8 hrs/ w

Course description

This course provide comprehensive knowledge and skills of food production require for the operation of any kind of hotel and catering establishment. Moreover, this course imparts skills on Nepalese cuisine, Indian cuisine and Chinese cuisine.

Course objectives

After the completion of this course, the student will be able to:

1. Trace out the culinary history.
2. Explain the kitchen, its organization structures and job responsibilities staffs.
3. Define cooking, its heat applications, methods and use of equipment.
4. Discuss the food commodities used to prepare various dishes.
5. Describe the basic culinary terms.
6. Prepare the basic Nepali, Indian and Chinese cuisines.

Course contents

THEORY

Unit 1: Culinary

10 hrs

- 1.1. Trace out the culinary history with the illustration of Egyptian, Greek and Roman history.
- 1.2. Define kitchen and explain its types: conventional kitchens, combined preparation and finished kitchen, satellite kitchen etc.
- 1.3. Draw an organizational chart of kitchen brigade: large, medium and small scale.
- 1.4. Explain the job description of kitchen staffs of different levels.

Unit 2: Cooking

8 hrs

- 2.1. Define cooking with its process.
- 2.2. Explain the aims and objective of cooking.
- 2.3. List and explain the methods of cooking, moist heat, dry heat, heat applications and suitable ingredients.
- 2.4. Explain the different types of kitchen equipment with examples, used to prepare dishes.

Unit 3: Commodities

16 hrs

3.1 Vegetables

- 3.1.1 Discuss about the importance of vegetables in cookery.
- 3.1.2 Explain classification of vegetables such as roots, shoots, leafy, fruits/squash, pods/seeds, flowers, tubers, bulbs, fungi etc. with examples.
- 3.1.3 Explain vegetable cuts and their culinary uses.
- 3.1.4 Discuss essential purchasing points.
- 3.1.5 Explain storage system.

3.2 Cereals/flours

- 3.2.1 Discuss about the importance of cereals and flours in cookery.
- 3.2.2 Explain Classification of cereals and flours such as rice, maize, wheat, oat, barley, tapioca, arrowroot, hard and soft flour, self-raising flour etc. with examples.
- 3.2.3 Explain their culinary uses.
- 3.2.4 Explain storage system.

3.3 Herbs and spices

- 3.3.1 Discuss about the importance of herbs and spices in cookery.
- 3.3.2 Explain various types of continental and oriental herbs and spices with examples.
- 3.3.3 Explain their culinary uses.
- 3.3.4 Explain storage system.

3.4 Fats/Oils

- 3.4.1 Discuss the importance of fats and oils in cookery.
- 3.4.2 Explain the types of fats and oils with sources.
- 3.4.3 Explain their culinary uses.
- 3.4.4 Explain storage system.

Unit 4: Asian cooking

12 hrs

4.1. Nepalese Cooking

- 4.1.1 Discuss the features of Nepalese cooking.
- 4.1.2 Discuss regional cooking of Nepal.
- 4.1.3 Explain the ingredients used in Nepalese cooking.
- 4.1.4 Explain the uses of equipment in Nepalese cooking.
- 4.1.5 Explain the Nepalese cooking terms.

4.2. Indian cooking

- 4.2.1 Discuss the features of Indian cooking.
- 4.2.2 Discuss regional cooking of India.
- 4.2.3 Explain the ingredients used in Indian cooking.
- 4.2.4 Explain the uses of equipment in Indian cooking.
- 4.2.5 Explain Indian cooking terms.

4.3 Chinese cooking

- 4.3.1 Discuss the features of Chinese cooking.
- 4.3.2 Discuss regional cooking of China.
- 4.3.3 Explain the ingredients used in Chinese cooking.
- 4.3.4 Explain the uses of equipment in Chinese cooking.
- 4.3.5 Explain the Chinese cooking terms.

Unit 5: Culinary terminologies

2 hrs

- 5.1 Explain the basic culinary terminologies (continental).

Unit 6 Demonstration

12 hrs

6.1. Demonstrate the following items:

- 6.1.1 Different types of cuts of vegetable
- 6.1.2 Preparation of basic salads and dressings
- 6.1.3 Types of egg preparation for breakfast
- 6.1.4 Indian, English, American, continental, breakfast preparation

RACTICAL

120 hrs

Prepare following food items

Group one: Nepali cuisine

Menu one

Mountain soup
Kasiko ledovedo with plain rice
Bhatmas sadeko
Aalu ko achar
Jhaneko dal
(Chamre Vaat) Latty/dakani

Menu two

Mask o Bara
Jogi bhaat
Machha ko jhol
Aalu tama bodi
Rayo ko saag
Kheer.

Group two: Chinese cuisine

Menu three

Hot and sour soup
Chicken chilly
Ice cream

Menu four

Sweet corn chicken soup
Chicken in garlic sauce
Honey apple

Menu five

Vegetable spring roll
Sweet sour pork with Chinese veg.
Cold semolina pudding.

Menu six

Cilantro soup

Beans toastdas
Fried banana and cream

Menu seven

Veg. egg cream soup
Hakka noodles
Dates cream

Group three: Indian cuisine

Menu eight

Tomato ka shorba
Murgh handi lazeez
Muttur chawal
Sewai kheer

Menu nine

Kuchumber salad
Mutton rogan josh
Kasmiri pulau
Lasan dhaniya ka chutney
Gajar ka halwa

Menu ten

Papad rolls with green chutney
Keema mutor
Romali roti
Pista sandesh

Menu eleven

Mutter soup
Chicken biryani
Boondi raita
Vermiselle kheer

Menu twelve

Aalo paratha
Dal makhani
Veg jalfreezi
Yellow zeera rice
Onion raita

Menu thirteen

Dahi wada
Dahi macchi
Yellow rice
Burfi

Menu fourteen

Paldari khofta
Naan
Tandori chicken

Menu fifteen

Mulgutani soup
Tandoor roti
Palak paneer
Kheer

Popular snacks preparation

Finger chips, Cheese ball, Vegetable Tempora, Hariyali Kabab, Vegetable Shani Kabab, Chicken Malai Tikka, Mutton Seek Kabab, Singapore Chicken, Chicken Drumstick with Garlic Sauce

References books

1. Foskett, D. & Ceserani, V. "*Theory of Catering*", London: Book Power.
2. Bali, P. V. "*Food Production Operations*" New Delhi: Oxford Press Publication.
3. Arora, K. "*Theory of Cookery*", New Delhi: Franks Bros. & Co. Ltd.
4. Bali, P. S. "*International Cuisine and Food Production Management*", New Delhi: Oxford Press.
5. Ghimire A. & Shrestha S. K. "*Hotel Management an Introduction*", Ekta Books Distributors, Kathmandu.
6. Gopal Singh Oli and B.B Chhetri, "*Hotel Management Principles and Practices*" Buddha Publication, Kathmandu.

Food and Beverage Service I

Year: 2

Part: I

Semester: III

Total: 12 hrs/ w

Theory: 4 Hrs/ w

Practical: 8 Hrs/ w

Course description

This course is designed for the students of diploma in hotel management under CTEVT, to develop the basic comprehensive knowledge and skills on the operation of food and beverage service department.

Course objectives

After the completion of this course the student will be able to:

1. Explain operational aspect of the food and beverage service department.
2. Handling the techniques of service equipment in different outlets.
3. Understand the attributes of F&B personnel.
4. Knowledge of menu and its terminologies.
5. Perform the mise-en place and mise en-scene job.

UNIT 1: Introduction

6 hrs

- 1.1 Introduction of catering establishment
- 1.2 Role of catering establishment in the travel/tourism industry
- 1.3 Classification of catering (commercial, welfare)
- 1.4 Historical backgrounds of catering industry
- 1.5 Scope of catering industry
- 1.6 Popular trend in catering operation
- 1.7 Types of F&B operations

UNIT 2: Departmental organization & staffing

12 hrs

- 2.1 Organization chart of F&B department
- 2.2 Duties & responsibilities of F&B staff (F&B manager, outlet manager, captain, waiters, bus boy, bar tender, barista, sommelier)
- 2.3 Attributes of F&B service personnel
- 2.4 Hygiene and grooming of service staffs
- 2.5 Importance of hygiene and grooming for F&B personnel
- 2.6 Rules for personal hygiene
- 2.7 Coordinating section and department with F & service in hotel

UNIT 3: Food service areas (F&B outlets)

12 hrs

- 3.1 Restaurants
 - 3.1.1. Specialty restaurants
 - 3.1.2. Coffee shop
 - 3.1.3. Cafeteria
 - 3.1.4. Fast Food (quick service restaurants)
 - 3.1.5. Grill room
 - 3.1.6. Banquets
 - 3.1.7. Bar
 - 3.1.8. Discotheque
 - 3.1.9. Night clubs
 - 3.1.10. Outdoor Catering
 - 3.1.11. Room service
- 3.2. *Ancillary sections*
 - 3.2.1. Introduction
 - 3.2.2. Still room
 - 3.2.3. Silver room/ plate room
 - 3.2.4. Hot Plate
 - 3.2.5. Dispense Bar
 - 3.2.6. Linen room
 - 3.2.7. Kitchen stewarding/ wash up area.

UNIT 4: F & B service equipment

6 hrs

- 4.1. Familiarization & selection criteria for
- 4.2. Crockery
- 4.3. Cutlery
- 4.4. Flatware
- 4.5. Hollowware
- 4.6. Glassware
- 4.7. Linen
- 4.8. Furniture
- 4.9. Miscellaneous equipment
- 4.10. Furniture
- 4.11. Chairs size and shape
- 4.12. Table's size and shape
- 4.13. Sideboard size and shape
- 4.14. Materials uses in furniture making

UNIT 5: Preparing the restaurant service

6 hrs

- 5.1. Mise en place
- 5.2. Mise En scene
- 5.3. Briefing and de briefing
- 5.4. Introduction of cover
- 5.5. Types of covers (Ala carte cover, table de hote Cover)
- 5.6. General rules for cover setting
- 5.7. Linen exchange system
- 5.8. Side boards and its uses

5.9. Briefing and its importance

UNIT 6: Menu and meals

12 hrs

6.1 Definition of menu

6.2 Origin of menu

6.3 Function of menu

6.4 Types of basic menu

6.5 Other types of menu

6.6 French classical menu

6.7 Meals of the day (breakfast, brunch, lunch, Hi-tea, dinner, suppers)

6.8 Meal plan

6.9 Breakfast menu

6.10 Breakfast and its types

6.10.1 English breakfast

6.10.2 American breakfast

6.10.3 Continental breakfast

6.10.4 Indian breakfast

UNIT 7: Guest service

6 hrs.

7.1 Style of food service

7.1.1 Waiter service

7.1.2 Self service

7.1.3 Assist service

7.2 Environmental factor influencing food service operations

7.3 Waiting rules / service rules

Practical

90 hrs

Tasks.	Topics
Task :1	Visit at least one hotel and independent catering.
Task :2	Demonstrate and prepare ancillary F&B service areas.
Tasks: 3	Identification of F&B service tools and equipment
Tasks :4	Cleaning / polishing - Restaurant cleaning (dusting, mopping, sweeping. vacuuming) Wiping (cutlery, crockery, plate ware, glassware)
Task : 5	Handling Service Spoon & Fork Carrying a tray / salver, plate
Task-6	Laying the table cloth and changing table cloth during service
Task-07	Placing meal plates & clearing soiled plates
Task-08	Stocking sideboard
Task-12	Napkin folds
Task-13	Changing soiled ashtray
Task 14	Linen exchange
Task 15	Juices & soft drinks - preparation & service
Task 16	Cover setting TABLE LAY-UP & SERVICE <ul style="list-style-type: none">• A La Carte• Table d" Hote• English Breakfast• American Breakfast• Continental Breakfast• Indian Breakfast• Afternoon Tea• High Tea
Task 17	Kitchen stewarding Dish washing Storing& inventory

Task 18 Field visit and report presentation 30 Hrs.

Reference books

1. **A Text Book on Food and Beverage Service**, Ram Hari Lamichhane and Deepak Prasad Poudel, CTEVT.
2. **Food and Beverage Service**, R. Singaravelavan, Oxford University.
3. **Food and beverage service**, Dennis lillicrap book powered copy.
4. **Food and beverage service Training Manual**, Sudhir Andrews, Tata McGraw Hill Education Private limited New Delhi.
5. **Hotel Management Principles and Practices**; Gopal Singh Oli and B.B Chhetri, Buddha Publication, Kathmandu.

Principles of Economics

Year: 2

Part: I

Semester: III

Total: 5 hrs/ w

Theory: 5 Hrs/ w

Practical: 0Hrs/w

Course description

This course is designed for the students of diploma in hotel management under CTEVT, to develop students understanding the knowledge of the tourism economics in both micro and macroeconomic.

Course objectives

The Principles of economics basically aims to acquaint the learners to:

1. Develop students understanding of the tourism economics in both micro and macroeconomic perspectives to enhance their skills in taking decisions on tourism business.
2. Understand the basic principles of economics.
3. Analysing tourism business environment.
4. Understand the local economy.

Course contents

Unit 1: Introduction

8hrs

- 1.1 Definition of economics – Adam Smith, Marshall and Robbins
- 1.2 Concept of positive and normative economics
- 1.3 Microeconomics – meaning, scope and its uses in tourism business
- 1.4 Macroeconomics – meaning, scope and its significance in tourism business environment

Unit 2: Theory of demand and supply

10hrs

- 2.1 Demand function, individual and market demand curve, factors shifting demand curve
- 2.2 Supply function, individual and market supply curve, factors shifting supply curve
- 2.3 Price elasticity of demand – meaning, measurement (percentage, total outlay) and
- 2.4 Determinants, application in business decision making
- 2.5 Price elasticity of supply

Unit 3: Macroeconomic components, issues and policies

20hrs

- 3.1 Meaning and technical attributes of consumption and saving functions
- 3.2 Balance of trade and balance of payment – meaning and components
- 3.3 Economic growth vs. economic development
- 3.4 Business cycles – meanings and phases
- 3.5 Inflation meaning and causes
- 3.6 Exchange rate – meaning and types
- 3.7 National income – GDP, GNP, NNP (in terms of market price and factor cost) nominal GDP Vs. real GDP
- 3.8 Monetary policy – meaning and instruments
- 3.9 Fiscal policy – meaning and instruments

Unit 4: Factors of production

8hrs

- 4.1 Define meaning of land. Describe its characteristics.
- 4.2 Define the meaning of labour. Explain its characteristics.
- 4.3 Define the meaning of division of labour. Explain its advantages and disadvantage.
- 4.4 Critically explain the Malthusian theory of population.
- 4.5 What do you mean by capital? Describe the characteristics of capital.
- 4.6 What are the different types of organizations? Explain the features of partnership and joint stock companies.

Unit 5: Theory of production, revenue and cost **11hrs**

- 5.1. Explain the concept of production function.
- 5.2. Explain the concept of total product, average product and marginal product.
- 5.3. State and explain the law of variable proportion with schedule and diagram.
- 5.4. Define the concept of total revenue, average revenue and marginal revenue.
- 5.5. Derive the revenue curves under perfect competition and monopoly.
- 5.6. Explain the concept of total fixed cost, total variable cost, total cost, average fixed cost, average variable cost, average total cost and marginal cost and marginal cost with schedule and diagram.

Unit 6: Theory of price and output determination **10 hrs**

- 6.1 Define the meaning of market and list types of market.
- 6.2 Discuss the meaning of perfect competition and explain the necessary conditions to be such market.
- 6.3 Describe the process of determining equilibrium price and output under the perfect competition.
- 6.4 State the concept of monopoly market and explain equilibrium price and output determination under monopoly market.

Unit 7: Nepalese economy and tourism industry **8 hrs**

- 7.1 Describe the features Nepalese economy.
- 7.2 Describe the role of tourism industry in Nepalese economy.
- 7.3 Explain the present status and future prospects of tourism industry in Nepal
- 7.4 Discuss the problems of tourism industry in Nepal

Reference books

1. Dewett, K.K. and Verma, J.D (1997). *Elementary Economic Theory*. New Delhi: Arya Book Depo.
2. Samuelson, P. A. (1999). *Economics*, London: McGraw-Hill International Book Company.

Year: II

Part: II

Semester IV

1. Environment and Ecology
2. Business Math
3. Food Production and Patisserie II
4. Food and Beverage Service II
5. Hygiene and Nutrition

Environment and Ecology

Year: II
Part: II
Semester: IV

Total:4hrs/w
Theory: 4hrs/w
Practical:0hrs/w

Course description

This course explores major concepts in environment and ecology. It deals with impacts on environment by the development works done by hospitality industry and the tips to minimize the impact.

Course objectives

After the completion of this course, the student will be able to:

1. State the concept of tourism, environment and ecology.
2. Understand sustainable development and its importance in tourism.
3. Understand the concept of eco-sensitive or "green" hotels and list of the criteria for Ecotel certification.
4. Explain the importance of energy and water conservation and compare various methods of managing waste.
5. Understand the benefits of using environment friendly guest supplies and stationery.
6. Discuss disaster management.
7. Understand the ecotourism and its futures trends in Nepal.

Course contents:

Unit 1: Introduction of environment and ecology

7 hrs

- 1.1 Describe the term environment and ecology.
- 1.2 Explain the type of environment.
- 1.3 Explain the environmental pollution.
- 1.4 Type of pollution (air, water, noise, soil)
- 1.5 Describe the effects and control measures of different type of pollution.

Unit 2: Sustainable tourism

5 hrs

- 2.1 Describe the term sustainable development.
- 2.2 Enlist the importance of sustainable development.
- 2.3 Explain sustainable and tourism.

Unit 3: Introduction to Ecotel (Green hotel)

5 hrs

- 3.1 Define the term Ecotel.
- 3.2 Describe the importance and purpose of Ecotel.
- 3.3 Describe 3Rs of environmental conservation.(basic principle of Ecotel (green hotel).
- 3.4 Environmental- friendly guest supplies and stationery.

Unit 4: Criteria for the certification of Ecotel	7 hrs
4.1 Describe the criteria for the certification of Ecotel	
4.1.1 Energy efficiency	
4.1.2 Water conservation	
4.1.3 Solid waste management	
4.1.4 Environment commitment	
4.1.5 Employee education and community development	
4.2 List some examples of Ecotel.	
4.3 Discuss the design and construction aspects of Ecotel.	
Unit 5: Energy conservation	5 hrs
5.1 Define the term energy conservation.	
5.2 Describe how energy conservation is monitored in different departments of Ecotel.	
5.3 Discuss the tips for energy conservation in different departments of the Ecotel.	
Unit 6: Water conservation	3hrs
6.1 Describe about water conservation.	
6.2 Discuss general tips of water conservation in hospitality industry.	
Unit 7: Waste management	3hrs
7.1 Describe the term waste and its management.	
7.2 Describe how Ecotel manages the waste generates on the premises.	
Unit 8: Disaster management	7 hrs
8.1. Describe the term disaster management.	
8.2. Describe the classification of disasters.	
Earthquake, flood, landslide	
8.3. Describe disaster mitigation.	
8.4. Describe disaster preparedness.	
8.5. Explain how we respond to a different type of disaster.	
8.6. Explain how we do to recover from a disaster.	
Unit 9: Tourism and environment	10 hrs
9.1. Discuss Nature based Tourism.	
9.2. Describe Sustainable Tourism.	
9.3. Explain evolution of ecotourism.	
9.4. Explain various principle of ecotourism.	
9.5. Explain various principle of sustainable tourism.	
9.6. Describe ecotourism and nature based tourism.	
9.7. Describe ecotourism and adventure tourism.	
9.8. Describe ecotourism and trekking.	

Unit 10: Future pattern of ecotourism in Nepal**8 hrs**

- 10.1 Discuss the existing pattern of ecotourism in Nepal.
- 10.2 Describe the future direction of ecotourism in Nepal.
- 10.3 Explain the vision for ecotourism in Nepal.
- 10.4 Describe ecotourism and its policy.
- 10.5 Describe ecotourism and its strategies.

Reference

1. Bhatta, BP (2015) *Ecotourism in Nepal, concept, principle and practice*, Kathmandu, Quality printer.
2. Foskett, D. Paskins, P. (2011) *The Theory of Hospitality and Catering*, London.
3. Raghubala, G. Raghubala, S. (2009) *Hotel Housekeeping operation and management*, 2nd Edition. India: Oxford University Press.
4. Rajagopalan, R. (2012) *Environmental Studies, From Crisis to cure*, 2nd Edition India Oxford University Press.
5. Singaravelavan, R. (2011) *Food and Beverage Service*, India: Oxford University Press.

Business Mathematics

Year: II
Part: II
Semester: IV

Total: 5 hrs/ w
Theory: 5 hrs/ w
Tutorial: hrs/ w
Practical: 0 hrs/ w

Course description

This course is designed to equip the students with the knowledge and skills on basic mathematical and statistical concepts in business economics and other vocational life.

Course objectives

After the completion of this course, the student will be able to:

1. Understand the background of fundamental mathematical principles to the students for further university education.
2. Familiarize the students with necessary mathematical principles to be used in decision making in business and vocational life.
3. Acquaint the students with certain mathematical tools used in business and economics.

Course contents

Unit 1: Number system and set theory **12 hrs**

- 1.1. Explain in brief the system of natural numbers, integers, rational and irrational numbers.
- 1.2. Discuss about the concept of inequalities and their properties.
- 1.3. Verify the properties of absolute value.
- 1.4. Review the sets, Euler's-Venn diagram and operation on sets.
- 1.5. Verify the Properties of set algebra (without the theoretical proof).
- 1.6. Use cardinality formulae to the problems relating to three sets.

Unit 2: Function, limit & continuity **15 hrs**

- 2.1. Discuss about constant & variables.
- 2.2. Define function with notation.
- 2.3. Explain the types of functions (linear, quadratic, polynomial, exponential, and logarithmic) (simple cases).
- 2.4. Compute the functional values and apply it to business and economics.
- 2.5. Compute the limit of functions (algebraic only) and distinguish it from functional value.
- 2.6. Discuss the basic rules of limits, limit at infinity.
- 2.7. Test the continuity and discontinuity of algebraic function.

Unit 3: Differentiation **12 hrs**

- 3.1. Define derivative of a function with notation.
- 3.2. Give the geometrical meaning of derivatives.
- 3.3. Calculate the derivative of a function by first principles (of algebraic functions only).
- 3.4. Use the rules (or apply formulae) to find differential coefficients of algebraic, logarithmic & exponential, implicit and parametric functions.

- Unit 4: Application of derivatives** **9 hrs**
- 4.1. Use the derivatives to commerce & economics.
 - 4.2. Examine the nature of the function (increasing and decreasing functions, point of inflection in terms of derivative).
 - 4.3. Determine the maxima and minima of functions and its applications (algebraic functions only).
- Unit 5: Matrices & determinants** **10 hrs**
- 5.1. Discuss the various types of matrices.
 - 5.2. Perform the basic algebraic operations on matrices.
 - 5.3. Evaluate the value of determinant (Up to 3rd order).
 - 5.4. Verify and use the properties of determinant (without proof).
 - 5.5. Solve the simultaneous equations (Up to variables only).
- Unit 6: Applied mathematics** **7 hrs**
- 6.1. Determine the profit and loss (gross profit, net profit, commission, and discount).
 - 6.2. Calculate the compound interest and compound depreciations.
- Unit 7: Measure of dispersion:** **10 hrs**
- 7.1. Review the measure of central tendency (mean, median, and mode & partition values).
 - 7.2. Compute the range, quartile deviation, mean deviation & standard deviation (with their relative measures).

Reference books

1. Bhattari H. N, Upreti K.N, Pahari N.P & Khatakho N.B(2007), *Higher secondary level Business Mathematics*, Vidyarthi Prakashan, Kamal Pokhari, Kathmandu.
2. Tan S.T., **Applied Mathematics for the Managerial Life and Social Sciences**, 5th edition; Brooks/Cole; Thomson Learning, Singapore.

Food Production and Patisserie II

Year: 2
Part: II
Semester: IV

Total: 12 hrs/ w
Theory: 4 hrs/ w
Practical: 8 hrs/ w

Course description

This course is designed to provide comprehensive knowledge and skills of food production required for the operation of any kind of hotel and catering establishment. Moreover, this course imparts skills on basic continental cuisines preparation.

Course objectives

After the completion of this course the student will be able to:

1. Explain the stocks, soups and sauces, their uses.
2. Discuss the food commodities used to prepare various dishes.
3. Prepare the basic continental cuisines.

Course contents

THEORY

Unit 1: Foundation

20 hrs

1.1 Stocks

- 1.1.1 Define stock & describe its types.
- 1.1.2 List the points to be considered while preparing the stock.
- 1.1.3 Discuss and describe the recipes of white, brown and fish stocks & describe the ingredients.
- 1.1.4 Mention the uses of basic stocks.

1.2 Soups

- 1.2.1 Define soup & describe its types.
- 1.2.2 Describe the quality of the soup.
- 1.2.3 Discuss and describe the recipes of consommé, cream, veloute, puree and broth soups.
- 1.2.4 Discuss about serving of soups.

1.3 Sauces

- 1.3.1 Define sauce & describe its types.
- 1.3.2 State importance of sauces in cookery.
- 1.3.3 Mention composition of sauces.
- 1.3.4 Discuss and describe the recipes of the mother sauces (béchamel, veloute, espagnole, tomato, hollandaise and mayonnaise).
- 1.3.5 Mention the uses of sauce.

Unit 2: Commodities

28 hrs

2.1 Fish/Shellfish

- 2.1.1 Discuss the importance of fish and shellfish in cookery.
- 2.1.2 Explain the type fish and shellfish such as flat and round fish/ crustaceans and molluscs etc. with examples.
- 2.1.3 Explain the quality signs.

- 2.1.4 Explain their cuts and culinary uses.
- 2.1.5 Explain storage system.
- 2.2 Eggs
 - 2.2.1 Discuss the importance of eggs in cookery.
 - 2.2.2 Explain quality signs.
 - 2.2.3 Explain their culinary uses.
 - 2.2.4 Explain storage system.
- 2.3 Lamb/mutton
 - 2.3.1 Discuss the importance of lamb/mutton in cookery.
 - 2.3.2 Explain quality signs.
 - 2.3.3 Explain commercial cuts and culinary uses.
 - 2.3.4 Explain storage system.
- 2.4 Pork
 - 2.4.1 Discuss the importance of pork in cookery.
 - 2.4.2 Explain quality signs.
 - 2.4.3 Explain commercial cuts and culinary uses.
 - 2.4.4 Explain meat products such as ham, bacon.
 - 2.4.5 Explain storage system.
- 2.5 Poultry
 - 2.5.1 Discuss the importance of poultry in cookery.
 - 2.5.2 Explain the classification of poultry such as duck, goose, pigeon, turkey, baby chicken, spring chicken, boiler chicken, fowl etc. with culinary uses.
 - 2.5.3 Explain quality signs.
 - 2.5.4 Explain storage system.
- 2.6 Tenderloin
 - 2.6.1 Discuss the importance of tenderloin in cookery.
 - 2.6.2 Explain cuts and culinary uses.
 - 2.6.3 Explain storage system.
- 2.7 Fruits/nuts
 - 2.7.1 Discuss the importance of fruits and nuts in cookery.
 - 2.7.2 Explain their types such as berries, citrus, stones, tropical, temperate fruits and different nuts.
 - 2.7.3 Explain quality signs.
 - 2.7.4 Explain their culinary uses.
 - 2.7.5 Explain storage system.

Unit 3: Demonstration

12 hrs

- 3.1 Demonstrate the following items.
- 3.2 Different types of stock preparation.
- 3.3 Different types of soup preparation.
- 3.4 Different types of basic sauce preparation.

PRACTICAL

120 hrs

Prepare following cuisines

Menu one

Cream of tomato soup
Glazed vegetables
Butter rice
Cream caramel

Menu two

Minestrone soup
Spaghetti with mushroom sauce
Chocolate Mousse

Menu three

Nicosia salad
Devil chicken with bread sauce
Fresh fruit with custard sauce

Menu four

Waldrof salad
Vegetable au gratin
Banana candy

Menu five

Russian salad
Sizzler with brown sauce
Apple flitters.

Menu six

Fish clear soup
Grilled fish with butter lemon sauce
Pancake with honey.

Menu seven

French onion soup
Lasagna
Mixed fruit salad

Menu eight

Turquoise
Mousakka
Baklava.

Menu nine

Cream of tomato soup
Burger and sandwich
Custard pudding

Menu ten

Caser salad
Macaroni carbonara
Mouss

Menu eleven

Tomato and mozzarella salad
Chicken cordon bleu
Sliced pineapple with sugar syrup

Menu twelve

Chicken enchiladas
Shepherd's pie
Mixed fruit salad

Menu thirteen

Cream of lentil soup
Chicken ala king.
Lemon tart

Menu fourteen

Cream of mushroom soup
Spaghetti bolognaises
Banana flitters.

Menu fifteen

Thousand island with shrimp cocktail
Pepper steak
Strawberry mousse

Popular fast food

Pasta, pizza, mo:mo, tacos, Spring rolls, burger, sandwich, pakoda, cutlet, kathirolls, chicken drumsticks, tibetan breads chicken nuggets

References books

1. Foskett, D. & Ceserani, V. *Theory of Catering*. London: Book Power.
2. Bali, P. V. *Food Production Operations*. New Delhi: Oxford Press Publication.
3. Arora, K. *Theory of Cookery*. New Delhi: Franks Bros. & Co. Ltd.
4. Bali, P. S. *International Cuisine and Food Production Management*. New Delhi: Oxford Press.
5. Ceserani & Kinton. *Practical Cookery*. Hodder & Stoughton. London.
6. Ghimire A. & Shrestha S. K. *Hotel Management an Introduction*, Ekta Books Distributors, Kathmandu.
7. *Hotel Management Principles and Practices*; Gopal Singh Oli and B.B Chhetri, Buddha Publication, Kathmandu.

Food and Beverage Service II

Year: 2

Part: II

Semester: IV

Total: 12 hrs/w

Theory: 4 hrs/w

Practical: 8 hrs/w

Course description

This course is designed for the students of diploma in hotel management under CTEVT, to develop the basic comprehensive knowledge and skills on the operation of food and beverage service department.

Course objectives

After the completion of this course the student will be able to:

1. Serve Food and Beverage service in various Food and beverage outlet.
2. Present menu and order taking.
3. Prepare and settle guest check.
4. Handel guest complains.
5. Describe food and beverage service controlling system.

Course contents

Unit 1: Introduction of food and beverage service

12 Hrs

- 1.1 Different types of service
- 1.2 Basic Service rules
- 1.3 Pre plated service
- 1.4 Silver service
- 1.5 Gueridon service
- 1.6 Russian service
- 1.7 English service
- 1.8 Cafeteria service
- 1.9 Tray service

Unit 2: Room service

10 Hrs

- 2.1 Introduction
- 2.2 Room service equipment
- 2.3 Room service trays and trolley
- 2.4 Room service procedure
- 2.5 Mise en place for room service
- 2.6 Room service order taking
- 2.7 Execution of room service order
- 2.8 Rules in guest room
- 2.9 Clearance of room service order

Unit 3: Banquet service	5 Hrs
3.1 Introduction of banquet and conference	
3.2 Types of banquet function (formal, informal, social, public and conference)	
3.3 Function Menu	
3.4 Type of Buffets	
3.5 Seating arrangement	
3.6 Banquet order taking	
Unit 4: Menu presentation and order taking	10 Hrs
4.1 Presenting the menu	
4.2 Suggestive selling and up selling skill	
4.3 Things to be remember while presenting menu	
4.4 Electronic order taking	
4.5 Manual order taking process	
4.6 Function of KOT/ BOT	
4.7 Placing food orders in the kitchen	
4.8 Carrying food orders from kitchen	
4.9 Cutlery adjustment after guest order	
Unit 5: Food and beverage service control	14 Hrs
5.1 Introduction of F&B control system	
5.2 Food and beverage control process	
5.3 Food and beverage control formats	
5.4 Restaurant bill/ check	
5.5 Store room requisition	
5.6 Standard recipe	
5.7 Portion control	
5.8 Receiving and issuing goods	
5.9 Storage of food and beverage	
5.10 Stock taking	
5.11 Bin cards	
5.12 Records and inventory	
5.13 Daily sale statement	
5.14 Intra and Inter department relationship	
Unit 6: Handling situation	9 Hrs.
6.1. Dealing with different situation and guest in dining area	
6.2. Dish serve is spoiled	
6.3. Dish drop accidentally	
6.4. Pieces of cutlery drop by the guest	
6.5. Spillage	
6.6. Lost property	

- 6.7. Illness
- 6.8. Unsatisfactory appearance
- 6.9. Guest complains
- 6.10. Types of complains
- 6.11. Process of handling guest complains

Practical

120 hrs

TASK 1: Preparation for service (restaurant)

- 1.1 Organizing mise-en-scene
- 1.2 Organizing mise-en-place
- 1.3 Opening, operating & closing duties

TASK 2: Procedure for service of meal

- 2.1 Guest reservations
- 2.2 Receiving & seating of guests
- 2.3 Order taking & recording
- 2.4 Order processing (passing orders to the kitchen)

Serve and clearance of meal

- A la carte menu (pre plated, silver) service and clearance
- Table de hote menu (pre plated, silver)
- Break -fast service and clearance
- English service
- French service
- Buffet service
- Gueridon service and clearance
 - Presenting and settling the bill
 - Presenting & collecting guest comment cards
 - Seeing off the guests
 - Room service order taking and servicing
 - Crum down
 - Re-adjust the cover as per the meal

TASK 3: Tray/ trolley set- up and service

- 3.1 Room service tray setup
- 3.2 Room service trolley setup
- 3.3 Room service order taking
- 3.4 Rom service and clearing
- 3.5 Fruits basket setup for VIP room

Banquet function

- Banquet booking
- Banquet seating arrangement and buffet set up
- Maintain log books

TASK 4: Social skills

- 4.1 Guest communication handling guest complaints
- 4.2 Telephone manners
- 4.3 Dining & service etiquettes

Reference books

1. ***Food and Beverage Service*** (R. Singaravelavan Oxford University).
2. ***Food and Beverage Service*** (Dennis lillicrap book powered copy).
3. ***Food and Beverage Service Training Manual*** (Sudhir Andrews, Tata McGraw Hill Education Private limited New Delhi).
4. ***Hotel Management Principles and Practices***; Gopal Singh Oli and B. B. Chhetri, Buddha Publication, Kathmandu.

Hygiene and Nutrition

Year: 2
Part: II
Semester: IV

Total: 7 hrs/ w
Theory: 5hrs/ w
Practical: 2 hrs/ w

Course description

This course provides the knowledge of hygiene and nutrition; this will permit the development and maintenance of the highest state of fitness.

Course objective

After the completion of this course, the student will be able to:

1. Explain terms one needs to know for the study nutrition.
2. Classify the foods nutrition.
3. Classify the different nutrient and food groups.
4. Explain the personal health and plan the diet for human welfare.
5. Explain the functions of foods to man.
6. Classify the importance of food preservation and safety selection of storage of food.
7. Discuss the personal, kitchen and food hygiene and their importance in food service industry.
8. Explain the different types of micro-organisms and their characteristics.
9. Explain the different causes of food poisoning, their sources and symptoms.
10. Explain the food additives, adulteration and preservation with classification.
11. Explain the kitchen accidents, their causes, and kitchen safety rules.

Course contents

THEORY

Unit 1: Introduction

2 hrs

- 1.1. Define food hygiene.
- 1.2. Describe the scope of food hygiene.

Unit 2: Microorganisms and food

5 hrs

- 2.1. Define microorganism the classification of microorganisms (bacteria, yeast and moulds).
- 2.2. Describe the factors affecting growth of bacteria, yeast and moulds.
- 2.3. Explain the harmful effects and useful effects.

Unit 3: Food spoilage

5 hrs

- 3.1. Discuss the spoilage of foods.
- 3.2. Define the term contamination.
- 3.3. Explain the causes of spoilage.
- 3.4. Explain the types of spoilage (microbial spoilage and non-microbial spoilage).
- 3.5. Explain the way to prevent different types of spoilage.
- 3.6. Visit dairy, observe different units and submit report.

- Unit 4: Food preservation** **5 hrs**
- 4.1. Define food preservation and its importance.
 - 4.2. Discuss the principles of preservation.
 - 4.3. Explain the methods of preservation.
 - 4.4. Explain irradiation, fermentation and Chemicals.
 - 4.5. Explain traditional methods (house hold method) of food storage.
 - 4.6. Visit food processing industry, observe food processing units, and submit report.
- Unit 5: Food additives** **5 hrs**
- 5.1. Define food additives.
 - 5.2. Explain the classification of food additives.
 - 5.3. Explain the application of food additives.
 - 5.4. Explain the potential hazard.
- Unit 6: Food adulteration** **5 hrs**
- 6.1 Describe food adulteration.
 - 6.2 Explain common adulteration and their prevention.
 - 6.3 Discuss food adulteration and public health issue.
- Unit 7: Food sanitation and hygiene** **5 hrs**
- 7.1. Discuss the water and its sources of contamination.
 - 7.2. Discuss the treatment of water.
 - 7.3. Discuss the food and its handling process.
 - 7.4. Discuss the food contamination.
 - 7.5. Discuss personal hygiene and hygiene in the kitchen.
 - 7.6. Explain cleaning and sanitizing, methods of washing, rinse.
- Unit 8: Food and public health** **5 hrs**
- 8.1. Discuss food hazards.
 - 8.2. Explain food borne disease.
 - 8.3. Discuss symptoms of food poisoning.
 - 8.4. Explain natural toxicants in foods, toxic metals and chemicals.
 - 8.5. Explain factors associated with food borne illness.
- Unit 9: Principle of HACCP, cook chills and cook freeze** **8 hrs**
- 9.1 Introduction of HACCP and critical control point
 - 9.2 Principle and practices of HACCP
 - 9.3 Application stages of HACCP and Steps in HACCP
 - 9.4 HACCP benefits
 - 9.5 Cook chill and cook freeze process in food industries.
- Unit 10: Kitchen safety** **6 hrs**
- 10.1. Explain kitchen safety.
 - 10.2 Discuss; why accidents should be prevented?
 - 10.3. Explain; how accidents take place?
 - 10.4 Explain the types of kitchen accidents.
 - 10.5 Explain the preventive measures of kitchen accidents.

Unit 11: Food nutrition and nutrients 8 hrs

- 11.1 Explain food nutrition and nutrients.
- 11.2 Explain the different form of food nutrients.
- 11.3 Explain the function of different form of food nutrients.
- 11.4 Explain the sources of different form of food nutrients.
- 11.5 State Fat its function and sources.
- 11.6 Explain the effect of nutritional deficiency.

Unit 12: Food digestion, absorption & metabolism 6 hrs

- 12.1 Explain about digestive systems.
- 12.2 Describe the Processes of digestion.
- 12.3 Describe the mechanical and chemical phase of digestion.
- 12.4 Describe the meaning of absorption & its process.
- 12.5 Describe the meaning of metabolism & its process.

Unit 13: Effects of cooking on nutritive value 5 hrs

- 13.1. Describe about effect of cooking on nutritive values on followings:
 - a) Carbohydrates
 - b) Protein
 - c) Vitamin
 - d) Minerals
 - e) Fat

Unit 14: Selection of storage of food 5 hrs

- 14.1 Explain about Perishable, Non-perishable& convenience foods.
- 14.2 Explain the Caring for foods after their purchase.
- 14.3 Explain how nutrient losses during storage.

Practical 30 hrs

Visit dairy, observe different units of food hygiene, safety and nutrition and submit report.

Reference books

1. *Sunetra Roday, Food Hygiene and Sanitation with case, published by Mc Graw Hill Companies.*
2. Ghimire A. & Shrestha S. K. *Hotel Management an Introduction*, Ekta Books Distributors, Kathmandu.
3. Gopal Singh Oli and B.B Chhetri, *Hotel Management Principles and Practices*; Buddha Publication, Kathmandu.

Third Year

Year: III

Part: I

Semester V

- 1 Hospitality Sales & Marketing**
- 2 Food Production and Patisserie III**
- 3 Beverage Studies and Bar Operations**
- 4 Elective (any one of the following)**
- 5 F&B Management**
- 6 Accommodation Management**

Hospitality Sales and Marketing

Year: 3

Part: I

Semester: V

Total: 6 hrs/w

Theory: 4 hrs/w

Practical: 2 hrs/w

Course description

This course is designed to impart basic concepts and practices of modern marketing in actual marketing management practice. This course also deals with establishment of marketing channel and integrated marketing communication

Course objectives

After the completion of this course, the student will be able to:

1. Understand the concept of hospitality sales and marketing.
2. Know the management of marketing environment and information.
3. Describe consumer markets and consumer buying behaviour.
4. Explain designing managing and pricing products.
5. Establish marketing channel and integrated marketing communication.

Course content

THEORY

Unit 1: Marketing for hospitality

8 hrs

- 1.1. Define customer orientation.
- 1.2. Explain about marketing.
- 1.3. Define hospitality and tourism marketing.
- 1.4. Explain the importance of marketing in the hospitality industry.
- 1.5. Describe the core marketing concepts.
- 1.6. Define marketing management and explain the marketing management philosophies.

Unit 2: Service characteristics

6 hrs

- 2.1. Define the service culture.
- 2.2. Explain service marketing and characteristics of service marketing.
- 2.3. Discuss the factor that differentiates hospitality and travel services marketing with general marketing.
- 2.4. Explain the marketing strategies for service firms.

Unit 3: The Marketing Environment

6 hrs

- 3.1. Define Marketing Environment.
- 3.2. Explain the major company micro environment actors.
- 3.3. Explain the major company macro environment actors.

Unit 4: The Marketing Process

4 hrs

- 4.1. Define marketing process.
- 4.2. Explain the importance of connecting with customers.
- 4.3. Define marketing mix.

- Unit 5: Managing marketing information** **6 hrs**
- 5.1. Explain the need of information.
 - 5.2. Define marketing information system and its.
 - 5.3. Highlight about marketing research and explain its process.
- Unit 6: Consumer markets and consumer buying behaviour** **8 hrs**
- 6.1. Explain the beliefs about consumer behaviour.
 - 6.2. Define consumer behaviour and explain the reasons for studying consumer behaviour.
 - 6.3. Describe the various factors that influence behaviour.
 - 6.4. Explain the buyer decision process.
- Unit 7: Market segmentation for competitive advantage** **4 hrs**
- 7.1. Define market and its sellers practiced philosophy.
 - 7.2. Define market segmentation and explain its importance.
 - 7.3. Explain the various market segmentation bases.
- Unit 8: Designing and managing products** **4 hrs**
- 8.1. Explain the concept of product.
 - 8.2. Explain the product levels.
 - 8.3. Classify products on the types of consumer that use them.
 - 8.4. Explain the product life cycle strategies.
- Unit 9: Pricing products** **4 hrs**
- 9.1. Highlight about the dynamics of pricing.
 - 9.2. Explain about general pricing approaches and product mix pricing strategies.
 - 9.3. Define price adjustment strategies.
- Unit 10: Distribution channels** **4 hrs**
- 10.1. Explain the nature and importance of distribution system and channels.
 - 10.2. Explain the types of distribution channel levels.
 - 10.3. Define the role of various distribution channel members.
- Unit 11: Integrated marketing communications** **6 hrs**
- 11.1. Highlight about the concept of marketing communication mix.
 - 11.2. Explain the concept of integrated marketing communication.
 - 11.3. Explain the nature and objective of each promotional tool.

PRACTICAL

Project 1: Prepare a set of questionnaire and conduct a research of guests' experience during their stay in a hotel, and factors that supports the hotel for its competitive advantage over its competitors (hotel criteria 4* /5*). **10 hrs**

Project 2: Select minimum three hotels (hotel criteria 4* /5*), conduct a research and assess the various types of rooms and their facilities and services for guest comfort. **10 hrs**

Project 3: Visit a marketing department of a hotel (Hotel criteria 4* /5*), conduct the interview of at least three marketing executives and managers, to identify their job and responsibilities along with job specifications. **10 hrs**

Reference book

1. Kotler Philip, Bowen John & Makens James (2004), *Marketing for Hospitality and Tourist*, New Delhi: Pearson Education.

Food Production and Patisserie III

Year: 3
Part: I
Semester: V

Total: 10 hrs/w
Theory: 4 hrs/w
Practical: 6 hrs/w

Course description

This course provides comprehensive knowledge and skills of food production required for the operation of any kind of hotel and catering establishment. Moreover, it imparts basic knowledge and skills on Japanese, Thai, Italian and Mexican cuisines.

Course objectives

After the completion of this course, the student will be able to:

1. Discuss the food commodities used to prepare various dishes.
2. Explain dough, paste and their raising agents.
3. Prepare the basic Chinese cuisine, bakery items, fast foods and sweets.

Course contents

THEORY

Unit 1: Commodities 10 hrs

- 1.1. Define raising agent, classify and explain with culinary uses.
- 1.2. Describe the milk heat treatment systems and explain the milk products such as curd, cream, butter, ghee, paneer, cheese and their culinary uses.
- 1.3. Explain different types of pasta and their culinary uses.
- 1.4. Explain different types of sugar with their culinary uses.

Unit 2: Foundation 15 hrs

- 2.1. Explain the different types of dough used to prepare different breads.
- 2.2. Explain the different types of paste used to prepare sweets and confectionary items.
- 2.3. Define accompaniment and garnish and discuss appropriate accompaniments and garnishes with examples.
- 2.4. Define and explain salad with its types and parts.
- 2.5. Define dressing; explain its functions with examples.
- 2.6. Discuss sandwiches with origin and types.

Unit 3: Ethnic cooking 15 hrs

3.1 Japanese cooking

- 3.1.1 Discuss about Japanese cooking.
- 3.1.2 Explain the use of ingredients.
- 3.1.3 Explain the use of equipment.

3.2 Thai Cooking

- 3.2.1 Discuss about Thai cooking.
- 3.2.2 Explain the use of ingredients.
- 3.2.3 Explain the use of equipment.

3.3 Italian Cooking

- 3.3.1 Discuss about Italian cooking.
- 3.3.2 Explain the use of ingredients.
- 3.3.3 Explain the use of equipment.

3.4 Mexican cooking

- 3.4.1 Discuss about Mexican cooking.
- 3.4.2 Explain the use of ingredients.
- 3.4.3 Explain the use of equipment.

Unit 4: Demonstration

20 hrs

Demonstrate the following items:

- 3.1. Different types of sandwich preparation
(open, closed, and grilled, canapés etc)
- 3.2. Different types of fast foods and snacks
(meats balls, cheese balls, Samosas, etc)
- 3.3. Indian sweets
(lalmon, rasbari, burfi, jilebi, kalakand, laddu etc)
- 3.4. Different types of breads
(white breads, brown breads, sticks, rolls, burgers etc)
- 3.5. Different types of confectionary items
(cakes, pastries, muffins, cookies, Danish pastries, puff pastry, croissant, Muffin, chocolate Pastry, pineapple pastry, black forest, white forest)

PRACTICAL

90 hrs

Prepare following oriental cuisine

Menu one

- Wonton soup
- Stir fry mixed vegetable
- Fry rice
- Caramel custard

Menu two

- Bamboo shoot, fish and rice soup
- Khoa pad je (Thai fried rice)
- Stir fry pok choy and fresh mushroom
- Papaya with chocolate sauce

Menu three

- Gado gado salad with pineapple sauce
- Nasi goreng (indo fried rice)
- Gulai kambing (spicy lamb curry)
- Cucumber pickle

Menu four

- Goitam (Viennese salad)

Szechwan chicken with plain rice
Ginger fruit with cream

Menu five

Shrimp soup
Pad Thai
Sticky rice with mango

Menu six

Tofu soup mushroom and tomato
Chicken saty with peanut butter sauce
Apple toffee

Menu seven

Bull gogi
Thubu jorim
Bibimphep

Menu eight

Spicy green bean soup
Chicken teriyaki
Fried pineapple

Menu nine

Green aborigine (eggplant) sticks
Mixed thukpa and pancake with red beans paste
Chef's special

Menu ten:

Miso soup with pork and vegetables
Thai style mushroom and potato chilly
Green fruit salad

Menu eleven

Prawn with yellow curry paste
Duck in a spicy orange sauce
Sweet rice ball

Menu twelve

Chicken cashew nut
Vegetable noodle soup in Chinese style
Coconut cream diamond

Menu thirteen

Veg. tempura

Kajuko dul
Mandarin in syrup

Menu fourteen:

Corn flitters
Ginger prawns and noodle
Orange sorbet

Menu fifteen

Broth with stuffed cabbage leaves
Noodle casseroles
Ice cream

Bakery and confectionary

1. Bread, bun and roll
2. Danish pastry
3. Sponge cake
4. Puff and patties
5. Pie
6. Brownies and cookies
7. Muffin, fruit cake and marble cake
8. Doughnut
9. Cheese cake

References books

1. Foskett, D. & Ceserani, V. *Theory of Catering*. London: Book Power.
2. Bali, P. V. *Food Production Operations*. New Delhi: Oxford Press Publication.
3. Arora, K. *Theory of Cookery*. New Delhi: Franks Bros. & Co. Ltd.
4. Bali, P. S. *International Cuisine and Food Production Management*. New Delhi: Oxford Press.
5. Ghimire A. & Shrestha S. K. *Hotel Management an Introduction*, Ekta Books Distributors, Kathmandu.

Entrepreneurship Development

Year: 3
Part: I
Semester: V

Total: 5 hrs/w
Theory: 3 hrs/w
Practical: 2 hrs/w

Course description

This course is designed to provide the knowledge and skills on formulating business plan and managing small business. The entire course deals with assessing, acquiring, and developing entrepreneurial attitude; skills and tools that are necessary to start and run a small enterprise.

Course objectives

After completion of this course students will be able to:

1. Understand the concept of business and entrepreneurship.
2. Explore entrepreneurial competencies.
3. Analyse business ideas and viability.
4. Learn to formulate business plan with its integral components.
5. Manage small business.

Course contents

Theory

Unit 1: Introduction to business & entrepreneurship	9 Hours
1.1 Overview of entrepreneur and entrepreneurship	
1.2 Wage employment , self- employment and business	
1.3 Synopsis of types and forms of enterprises	
1.4 Attitudes, characteristics & skills required to be an entrepreneur	
1.5 Myths about entrepreneurs	
1.6 Overview of MSMEs (micro, small and medium enterprises) in Nepal	
Unit 2: Exploring and developing entrepreneurial competencies	10 Hours
2.1 Assessing individual entrepreneurial inclination	
2.2 Assessment of decision making attitudes	
2.3 Risk taking behaviour and risk minimization	
2.4 Creativity and innovation in business	
2.5 Enterprise management competencies	
Unit 3: Business identification and selection	4 Hours
3.1 Sources and method of finding business idea(s)	
3.2 Selection of viable business ideas	
3.3 Legal provisions for MSMEs in Nepal	

Unit 4: Business plan formulation**17 Hours**

- 4.1 Needs and importance of business plan
- 4.2 Marketing plan
 - 4.2.1 Description of product or service
 - 4.2.2 Targeted market and customers
 - 4.2.3 Location of business establishment
 - 4.2.4 Estimation of market demand
 - 4.2.5 Competitors analysis
 - 4.2.6 Estimation of market share
 - 4.2.7 Measures for business promotion
- 4.3 Business operation plan
 - 4.3.1 Process of product or service creation
 - 4.3.2 Required fix assets
 - 4.3.3 Level of capacity utilization
 - 4.3.4 Depreciation & amortization
 - 4.3.5 Estimation office overhead and utilities
- 4.4 Organizational and human resource plan
 - 4.4.1 Legal status of business
 - 4.4.2 Management structure
 - 4.4.3 Required human resource and cost
 - 4.4.4 Roles and responsibility of staff
- 4.5 Financial plan
 - 4.5.1 Working capital estimation
 - 4.5.2 Pre-operating expenses
 - 4.5.3 Source of investment and financial costs
 - 4.5.4 Per unit cost of service or product
 - 4.5.5 Unit price and profit/loss estimation of first year
- 4.6 Business plan appraisal
 - 4.6.1 Return on investment
 - 4.6.2 Breakeven analysis
 - 4.6.3 Risk factors

Unit 5: Small business management**5 Hours**

- 5.1 Concept of small business management
- 5.2 Market and marketing mix
- 5.3 Basic account keeping

Practical

- Unit 1: Overview of business & entrepreneurship** [2 Hours]
1.1 Collect business information through interaction with successful entrepreneur.
- Unit 2: Exploring and developing entrepreneurial competencies** [2 Hours]
2.1 Generate innovative business ideas.
- Unit 3: Product or service identification and selection** [2 Hours]
3.1 Analyse business ideas using SWOT method.
- Unit 4: Business plan formulation** [22 Hours]
4.1 Prepare marketing plan.
4.2 Prepare operation plan.
4.3 Prepare organizational and human resource plan.
4.4 Prepare financial plan.
4.5 Appraise business plan.
4.6 Prepare action plan for business start-up.
- Unit 5: Small business management** [2 Hours]
5.1 Prepare receipt and payment account.
5.2 Perform costing and pricing of product and service.

पाठ्यपुस्तक

- क) प्रशिक्षकहरूका लागि निर्मित निर्देशिका तथा प्रशिक्षण सामग्री, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद्, २०६९।
- ख) प्रशिक्षार्थीहरूका लागि निर्मित पाठ्यसामग्री तथा कार्यपुस्तिका, प्राविधिक शिक्षा तथा व्यावसायिक तालीम परिषद् (अप्रकाशित), २०६९।

References

1. Entrepreneur's Handbook, Technonet Asia, 1981.

Beverage Studies and Bar Operations

Year: 3

Part: I

Semester: V

Theory: 4 Hrs/w

Practical: 4 Hrs/w

Total:8 Hrs/w

Course description

This course is designed for the students of diploma in hotel management under CTEVT, to develop the basic comprehensive knowledge and skills on the bar operation.

Course objectives

Upon successful completion of this course, student will be able:

1. To describe different types of bar operation.
2. To describe major characteristics of alcoholic and non-alcoholic beverages.
3. To serve different types of non-alcoholic beverages.
4. To serve different types of wine and beer.
5. To prepare and serve different types of cocktails and mock-tails.
6. To understand the local legislation relating to the sale of alcohol beverages.

UNIT 1: Bar operation

10 hrs

- 1.1. Definition of bar
- 1.2. Types of bar
- 1.3. Parts of bar
- 1.4. Staffing hierarchy of bar
- 1.5. Duties and responsibility of bar staff
- 1.6. Opening and closing duties of bar staff
- 1.7. Tools and Equipment use in bar
- 1.8. Social responsibility of bartender
- 1.9. Legal provision of beverage and bar operation in Nepal

UNIT 2: Classification of beverage

6 hrs

- 2.1. Non-alcoholic beverage
- 2.2. Types of non-alcoholic beverage
- 2.3. Tea and coffee
- 2.3. Aerated and non-aerated beverages
- 2.3. Juice and nectar

UNIT 3: Alcoholic beverage

6 hrs

- 3.1. Definition
- 3.2. Type of alcohol
- 3.3. Alcohol manufacturing process
- 3.4. Effects of alcohol in human body
- 3.5. Classification of alcoholic beverage
 - 3.5.1 Fermented
 - 3.5.2 Distilled
 - 3.5.3 Compounded

UNIT 4: Fermented beverage**12 hrs****4.1. Wine**

- 4.1.1. History of wine
- 4.1.2. Wine making process
- 4.1.3. Types of wine (still, fortified wine, sparkling wine)
- 4.1.4. Factors affecting quality of wine
- 4.1.5. Popular wine manufacturing countries (Nepali, French, Germany, Italy, Australia)
- 4.1.6. Popular brand name of wine
- 4.1.7. Food and wine harmony
- 4.1.8. Storage of wines

4.2. Beer

- 4.2.1. Ingredients of beer
- 4.2.2. Brewing process
- 4.2.3. Types of beer (ale, lager)
- 4.2.4. Strength of beer
- 4.2.5. Popular brand name of beer
- 4.2.6. Faults in beer
- 4.2.7. Storage of beer
- 4.2.8. Popular brand name of beer

4.3. Cider and Parris

- 4.3.1. Types of cider
- 4.3.2. Popular brands name of cider

UNIT 5: Spirits (distilled product)**12 hrs**

5.1 Distillation process

5.2 Types of distil products

- 5.2.1 Whiskey/whisky (Scotch, Irish, American, popular brands, standard of service)
- 5.2.2 Brandy (Cognac, Armagnac, other brandy, label languages, standard of service)
- 5.2.3 Rum.(types and popular brands, standard of service)
- 5.2.4 Vodka (types and popular brands, standard of service)
- 5.2.5 Gin (types and popular brands, standard of service)
- 5.2.6 Tequila (types and popular brands, standard of service)

5.3 Compound sprits

- 5.3.1 Liqueur
- 5.3.2 Types of liqueur
- 5.3.3 Popular brands
- 5.3.4 Standard of service

5.4 General introduction of other sprits

- 5.4.1 Absinthe
- 5.4.2 Shake
- 5.4.3 Grappa
- 5.4.4 Marc

UNIT 6: Cocktails and mock-tails**8hrs**

- 6.1. Introduction of cocktails and mock-tails
- 6.2. Components of cocktails (base, modifying, flavouring, sweating, colouring, garnishing agents)
- 6.3. Types of cocktails
- 6.4. Ingredients of cocktails
- 6.5. Principal rules of cocktails making
- 6.6. Methods of making cocktails (building, stirring, shaking, blending, layering)

UNIT 7: Tobacco**6 hrs**

- 7.1 Cigar
 - 7.1.1 Introduction
 - 7.1.2 Structure of cigar
 - 7.1.3 Terms used to colour of the wrapper
 - 7.1.4 Shape and size of Cigars
 - 7.1.5 Storage of cigar
 - 7.1.6 Common brands name of cigar brands names
 - 7.1.7 Standard of service
- 7.2 Cigarettes
 - 7.1.2 Types, common brands names
 - 7.1.3 Standard of service

Practical**Total 45 hrs**

1. Identification of tools and equipment of bar and glassware
2. Bar Mise en scene and Mise en place
3. Bar setting
4. Opening and closing duties
5. Service of non-alcoholic beverage
 - Prepare and serve juice
 - Prepare and serve Tea and coffee
 - Carbonated drinks service
6. Identify quality of wine and storing tips.
7. Open and Serve red, white, and sparkling wine by following step by step procedure serve beer.
8. Prepare and serve spirits with proper garnishing.
9. Prepare various garnish and syrups for cocktails.
10. Prepare and serve cocktails Mock-tails by using building, Staring, shaking, blending, layering methods (At least three sprit based cocktail from each sprit and five mock tail).
11. Serve Tobacco.
12. Take bar inventory.
13. Bar Cleaning and garbage disposal.
14. Maintain bar logbook and sales books.

- **Field visit and report presentation**

15 Hrs.

Reference books

1. *Hotel Management Principles and Practices*; Gopal Singh Oli and B. B. Chhetri, Buddha Publication, Kathmandu.
2. *The Bar and Beverage Book*, Costas Katsigris, Mary Porter and Chris Thomas.
3. *Managing Bar and Beverage Operations*, H Lendal, Mary L Tanke .
4. R Singaravelavan Oxford University press.
5. *Professional Bar and Beverage Management*. BOB Kathie Lipinkhi John Wiley and son's publication.

Elective: Any one

Elective 1: Food and Beverage Management

Year: 3	Total: 10 hrs/ w
Part: I	Theory: 4 hrs/ w
Semester: V	Practical: 6 hrs/ w

Course description

This course is designed to provide the students fundamental knowledge and skills on management of food and beverage service department which includes supervisory functions such as planning, organizing, coordinating, and controlling.

Course objectives

After the completion of this course, the student will be able to:

1. Explain management aspects of the food and beverage service department.
2. Apply tools and techniques in managing different food and beverage outlets.
3. Coordinate and supervise the subordinates within the food and beverage department.
4. Make a good relationship between the departments of hotel and restaurant.

Course contents

THEORY

Unit 1: Introduction

5 hrs

- 1.1. Meaning and concept of food and beverage management
- 1.2. The challenges faced by F&B operations
- 1.3. Labour shortages in food and beverage industry and its reasons
- 1.4 Cost and market oriented food and beverage industry
- 1.5 Responsibilities and role of F& B management in non-commercial establishment

Unit 2: History and modern scopes of bulk food production

5 hrs

- 2.1 Meaning and concept of bulk food production, history and types
- 2.2 Royal households
- 2.3 Armed forces catering (especially on the move)
- 2.4 Feasts
- 2.5 Festivals
- 2.6 Modern scopes of bulk food production
 - 2.6.1 Industrial canteens
 - 2.6.2 Naval ships (merchant ships)
 - 2.6.3 Cruise liners
 - 2.6.4 Airlines
 - 2.6.5 Hospitals
 - 2.6.6 Special events (Olympics, summits, conventions etc)

Unit 3: Menu planning and special techniques for bulk food production

8hrs

- 3.1 Suitable methods of cooking
- 3.2 Menu flexibility
- 3.3 Preparation of material for bulk production
- 3.4 Use of convenience food

- 3.5 Individually frozen food.
- 3.6 Batch cooking
- 3.7 Cook-chill
- 3.8 Cook-freeze
- 3.9 Sous-vide

Unit 4: Food and beverage control cycle and production control **12 hrs**

- 4.1. Purchasing
- 4.2. Standard purchase specifications
- 4.2. Receiving, storing and issuing
- 4.3. Food and beverage production
- 4.4. Food and beverage service
- 4.5. Revenue collection
- 4.6. Volume forecasting
- 4.7. Standard yields
- 4.8. Standard recipes
- 4.9. Standard portion sizes
- 4.10. Cost factor
- 4.11. Adjusting standard recipe & yield
- 4.12. Standard portion costs
- 4.13. Standard food and beverage costs

Unit 5: The menu- foundation for control **12 hrs**

- 5.1. Menu planning
- 5.2. The food cost breakdown
- 5.3. Attainable food cost
- 5.4. The standardized recipe
- 5.5. Indirect cost factors
- 5.6. Menu pricing and menu pricing methods
- 5.7 Menu sales mix analysis
- 5.8. Evaluating the menu
- 5.9. Menu engineering

Unit 6: Menu merchandising and revenue control **12 hrs**

- 6.1. Menu merchandising concept and types
- 6.2. Revenue control meaning
- 6.3. Point of sale control systems
- 6.4. Operating yardsticks used in controlling
- 6.5. Total f & b sales
- 6.6. Departmental profit
- 6.7. Ratio of F&B sales to total sales
- 6.8. Average spending power
- 6.9. Sales mix
- 6.10. Stock turnover
- 6.11. Sales per seat available
- 6.12. Rate of seat turnover
- 6.13. Sales per waiter
- 6.14 Sale per square foot

Unit 7: Food control in different sectors of the commercial food service industry **6 hrs**

- 7.1. Fast food and popular catering.
 - 7.1.1. The essential difference in the service style
 - 7.1.2. The difference in financial, marketing and catering policies
 - 7.1.3. Accounting for the food expiry on the shelf
- 7.2. Food and beverage control in hotels and quality restaurants
 - 7.2.1. Basic policies
 - 7.2.2. Control and performance measurement
- 7.3. Management of functions catering
- 7.4. Industrial catering
- 7.5. Welfare catering

PRACTICAL

90 hrs

Unit 1: Restaurant equipment

- 1.1 Perform restaurant Equipment handling and cleaning.

Unit 2: Restaurant types

- 2.1 Identify different types of restaurant.

Unit 3: Personal cleanliness

- 3.1 Maintain grooming and personal hygiene.

Unit 4: Restaurant cleaning

- 4.1 Perform cleaning of restaurant and bar.

Unit 5: Restaurant briefing

- 5.1 Perform and act briefing and debriefing practice.

Unit 6: Restaurant mise-en-place

- 6.1 Perform and handle mise-en-place and mise -en-scene for restaurant and bar.
- 6.2 Arrange side boards and necessary items required for restaurant service.
- 6.3 Lay the covers for a la carte, table d' hote meals and breakfast.
- 6.4 Make and practice different napkin folding techniques.

Unit 7: Restaurant service

- 7.1 Perform and handle food and beverage service sequence.
- 7.2 Practice different types of table service skills of food and beverage.
- 7.3 Write KOT/BOT.
- 7.4 Plan and write courses in menu with proper layout.
- 7.5 Tea/coffee making & servicing.

Reference books

1. Fuller, J and Walker, K .*The Menu Food and Profit*. Stanley Thornes (Publishers) Ltd. Cheltenham. USA.
2. Miller, J E and Pavesic, D V. *Menu Pricing and Strategy*. Van Nostrand Rinehold, New York. USA.
3. Ninemeier, J. D., & Hayes, D. K. (2006). *Restaurant Operations Management Principles and Practice*. New Jersey: Pearson Education Inc.

Elective 2: Accommodation Management

Year: 3	Total: 10 Hrs/ w
Part: I	Theory:4 Hrs/ w
Semester: V	Practical: 6 Hrs/ w

Course description

This course is designed for the students of diploma in hotel management under CTEVT, to develop the basic comprehensive knowledge and skills for maintaining room standard to guest.

Objective

Upon successful completion of this course, the learner will be able to:

1. Induce in student a professional competence in providing accommodation to ordinary, VIP and VVIP guests in clean and well maintained rooms.
2. Develop a comprehensive knowledge in lay out of room, interior decoration, planning and selection of house- keeping articles.
3. Make the student understand about the various cleaning materials and agents used and hygienic and sanitation aspects of the department.
4. Providing the concept of the pest control and its implementation in the hotel.
5. Make the student understand about the guest ledger, voucher and folio used in the front office.
6. Providing the concept about the night auditor and its processing.
7. Provide the concept about Property management system (PMS) and its application.

Course contents

UNIT 1: Interior decoration

6hrs

- 1.1 Importance, definition & types, classification, principles of design
- 1.2 Harmony, rhythm, balance, proportion, emphasis, elements of design
- 1.3 Line, form, colours, texture
- 1.4 Colours: colour wheel, importance & characteristics, classification of colours, colour schemes

UNIT 2: Safety awareness and first aid

6hrs

- 2.1 Concept and importance, safety: accidents, fires (cause, procedure and accident report form)
- 2.2 Security: security of guest/staff/public areas/rooms/back office areas

UNIT 3: Laundry management

6 hrs

- 3.1 In-house laundry vs. contract laundry: merits & demerits, layout, laundry flow process

- 3.2 Laundry equipment (washing machine, hydro extractor, tumbler, calendar/flat work iron, hot head/steam press, cooler press, pressing tables)
- 3.3 Stains and stain removal, laundry detergents

UNIT 4: Planning trends in housekeeping **6 hrs**

- 4.1 Planning guest rooms, bathrooms, suites, lounges, landscaping
- 4.2 Planning for the provision of leisure facilities for the guest, boutique hotel concept
- 4.3 Planning and organizing in the house keeping

UNIT 5: Special provisions for handicapped guests **6hrs**

- 5.1 Guest room - added features and modifications
- 5.2 Public areas: wash - rooms, restaurants, main entrance etc. added features and modifications
- 5.3 Interdepartmental coordination especially with room service, maintenance, telephone, security and front desk

UNIT 6: Pest and waste control **6 hrs**

- 6.1 Introduction to pest control
- 6.2 Common pest and their control
- 6.3 Integrated pest management
- 6.4 Waste disposal

UNIT 7: Front office accounting **8 hrs**

- 7.1 Front office accounting cycles
- 7.2 Creation, maintenance and settlement of account
- 7.3 Types of guest accounts
 - 7.3.1 Voucher
 - 7.3.2 Folio
 - 7.3.3 Ledger

UNIT 8: Night audit process **8 hrs**

- 8.1 Establishing the end of the day
- 8.2 Completing outstanding posting
- 8.3 Reconciling the transactions
- 8.4 Verifying no show
- 8.5 Preparing the reports
- 8.6 Updating system

UNIT 9: Property management system **8 hrs**

- 9.1 PMS application in front office
- 9.2 Reservation module
- 9.3 Front desk module
- 9.4 Room module
- 9.5 Cashier module

- 9.6 Night audit module
- 9.7 Set- up module
- 9.8 Back office module

PRACTICAL

90 hrs

UNIT 1: Decoration of the guest room by using the different interior decoration elements: line, form, colours, texture
Colors: color wheel, importance & characteristics, classification of colours, colour schemes.

UNIT 2: Some practices of safety in the hotel

- 2.1 Accident, death in hotels, thefts earthquake, bomb threats
- 2.2 How to prepare accident report form
- 2.3 Crisis communication management
- 2.4 Fire safety, classification of fire
- 2.5 First aid; its handling and uses of first aid kits

UNIT 3: Laundry management

- 3.1 How to prepare the laundry flow process
- 3.2 Uses of the different laundry equipment
- 3.3 Stain removal practices

UNIT 4: Handling of the handicapped guest: blind guest, deaf guest, dumb guest, disable guest (wheel chair guest) etc.

UNIT 5: Create and maintain guest Account.

UNIT 6: Prepare and maintain various voucher and ledger.

UNIT 7: Prepare Night audit Report.

Reference books

1. Housekeeping Training Manual- Sudhir Andrews.
2. Hotel, Hostel & Hospital Housekeeping- Brenson & Lanox.
3. Housekeeping Management –Margaret Kappa, Aleta Nitscheke Patricia B Schappert.
4. Hotel Housekeeping Operation and Management- G Raghubalan & Smritee.
5. *Tiwari, Jatashankar (2009).Hotel Front office operations and Management (2nd Ed), Oxford University Press, India.*
6. *Andrews, Sudhir (2007). Front Office Management and Operations. Tata Mac. India.*
7. *Principle of Hotel Management “SURYA KIRAN SHRESTHA AND ANAND GHIMIRE”.*
8. *Principle of Hotel Management B.B Chhetri and Gopal Singh Oli.*

Year: III

Part: II

Semester VI

**Internship
On**

Food and Beverage Management

or

Accommodation Management

Internship Program

Food and Beverage Management Or Accommodation Management

Total duration: 21 weeks (48 hours/week x 21 weeks = 1008 hours)

Total Marks: 500

Description

After completing the final exam of fifth semester, students will be placed in hotel, restaurant and other appropriate organization for internship for 5 months (21 weeks). Students will place in either food and beverage management sector or accommodation management sector based on the specialization course done in fifth semester. Within the food and beverage management sector, students will place in F&B service department and food production department. Similarly within the accommodation management sector, students will place in front office department and housekeeping department.

The evaluation of the internship will be done by three parties i.e., employers, training providers and CTEVT. Total 500 marks is allocated for internship and evaluation will be done as follows;

S.N.	Agencies	Allocated Marks	Remarks
1	Employers	300	
2	Training institution	100	
3	Evaluator assigned by CTEVT	100	
	Total	500	

Details of internship placement and evaluation scheme will prepare and provided to the employers by the concern training institute.

Internship placement: Food and Beverage Management

Part 1: Food and Beverage Service Department

Duration: 10 weeks (48 hours/week x 10 weeks = 480 hours)

Program objectives

After completion of the program the students will be able:

1. To maintain the standard hygiene and sanitation of F&B service department.
2. To handle the food and beverage service equipment.
3. To wash, wipe F&B equipment and stock in side board.
4. To do mise- en- scene and mise-en-place.
5. To handle the guest orders and serve food and beverage items.
6. To understand the socialization of F & B department.

Learning key areas

Unit 1: Stewarding area

- 1.1. Cleaning and wiping of crockery, cutlery, flatware, glassware, hollowware and other equipment

Unit 2: Requisition and storing of goods

- 2.1. Receive the goods for service as per the orders from stores.
- 2.2. Keep the condiments and beverages according to their temperature.

Unit 3: Mise-en-scene mise-en-place

- 3.1. Prepare the environment of F&B outlets.
- 3.2. Arrange the furniture.
- 3.3. Layout the table.
- 3.4. Stock the side-board.

Unit 4: Order taking

- 4.1. Present the menu.
- 4.2. Explain the menu.
- 4.3. Handle the KOT/BOT.
- 4.4. Suggest the food and beverage items.

Unit 5: Food and beverage serving

- 5.1. Handle the serving equipment.
- 5.2. Handle the foods and beverages.
- 5.3. Have the knowledge of foods and beverages.
- 5.4. Clearance the table, side board.

Distribution of marks for evaluation

Section	Evaluation criteria	Total Marks		
		Internal	Final	Total
1	Related field work supervision by industrial supervisor (continuous evaluation)	150		150
2	Related institution, supervision by supervisor/teacher <ul style="list-style-type: none"> • Hotel report • Report presentation including viva 		50	50
3	CTEVT appointed examiner (at the end of the field practicum) <ul style="list-style-type: none"> • Hotel report • Report presentation including viva 		50	50
	Total marks	150	100	250

Important note: Each student must pass in each of the section of the evaluation as presented above with a minimum of 60% marks.

Part 2: Food Production Department

Duration: 11 weeks (48 hours/week x 11 weeks = 528 hours)

Program objectives

After completion of the program the students will able:

1. To maintain the standard hygiene and sanitation of food production department.
2. To handle the kitchen equipment.
3. To perform basic mise - en - place for final preparation of dishes.
4. To prepare the foundation of kitchen preparations.
5. To understand the food production cycle and socialization.

Learning key areas

Unit 1: Scullery and cleaning areas

- 1.1. Clean the kitchen tools, utensils, small equipment, large equipment, mechanical equipment.
- 1.2. Clean the floor, drainage, ceiling, wall, door, window, glass panel.

Unit 2: Requisition and storing of goods

- 2.1. Receive the goods for kitchen preparation as per the orders from stores.
- 2.2. Keep the goods according to their temperature.

Unit 3: Mise-en-place

- 3.1. Thaw the meats, poultry and fish items.
- 3.2. Skin, debone, disjoint, and portion the poultry and meats.
- 3.3. Clean, peel, cut, portion of vegetable items for final preparation.
- 3.4. Scale, fillet and cut fish into different shapes.
- 3.5. Prepare stocks, soups, sauce, gravies, pastes, masalas.
- 3.6. Prepare salads, dressing, accompaniments, garnishing.
- 3.7. Perform different methods of cooking oriental and continental.

Unit 4: Food preparation & presentation

- 4.1. Involve in final preparation of food items in kitchen teams.
- 4.2. Prepare the basic food items as per the orders.
- 4.3. Involve in foods presentation and dispatch.

Distribution of marks for evaluation

Section	Evaluation criteria	Total Marks		
		Internal	Final	Total
1	Related field work supervision by industrial supervisor (continuous evaluation)	150		150
2	Related institution, supervision by supervisor/teacher <ul style="list-style-type: none">• Hotel report• Report presentation including viva		50	50
3	CTEVT appointed examiner (at the end of the field practicum) <ul style="list-style-type: none">• Hotel report• Report presentation including viva		50	50
	Total marks	150	100	250

Important note: *Each student must pass in each of the section of the evaluation as presented above with a minimum of 60% marks.*

Internship Placement: Accommodation Management

Part 1: Housekeeping Department

Duration: 10 weeks (48 hours/week x 10 weeks = 480 hours)

Program objectives

After completion of the program the students will be able:

1. To maintain the cleanliness and aesthetic upkeep of hotel.
2. To handle the cleaning materials and equipment.
3. To prepare the bed and supply guest room and bath room supplies.
4. To handle and control the room keys.
5. To control the linen and uniform.
6. To understand the socialization of housekeeping department.

Learning key areas

Unit 1: Floor area

- 1.1. Involve in dusting, wiping, vacuuming the guest room.
- 1.2. Make the beds.
- 1.3. Supply the guest room and bath room supplies unusual events.

Unit 2: Public area

- 2.1. Sweep, dust, mop, gardening the public areas.
- 2.2. Replace the guest amenities, flowers.

Unit 3: Linen and uniform

- 3.1. Exchange the hotel linen and uniform.
- 3.2. Keep the records.

Unit 4: Desk control

- 4.1. Keep the record of requests.
- 4.2. Supply the guest's requests.
- 4.3. Maintain the logbook.

Unit 5: Lost and found

- 5.1. Keep the records of lost and found.
- 5.2. Coordinate with front office.

Distribution of marks for evaluation

Section	Evaluation criteria	Total Marks		
		Internal	Final	Total
1	Related field work supervision by industrial supervisor (continuous evaluation)	150		150
2	Related institution, supervision by supervisor/teacher <ul style="list-style-type: none">• Hotel report• Report presentation including viva		50	50
3	CTEVT appointed examiner (at the end of the field practicum) <ul style="list-style-type: none">• Hotel report• Report presentation including viva		50	50
	Total marks	150	100	250

Important note: Each student must pass in each of the section of the evaluation as presented above with a minimum of 60% marks.

Part 2: Front Office Department

Duration: 11 weeks (48 hours/week x 11 weeks = 528 hours)

Program objectives

After completion of the program the students will be able:

1. To keep the records of guests of hotel.
2. To handle guests check-in.
3. To handle guests check-out.
4. To handle and control the room keys.
5. To handle mail and message of guests as well as staffs.
6. To handle the cash.
7. To understand the socialization of front office department.

Learning key areas

Unit 1: Reception

- 1.1. Welcome the guests.
- 1.2. Register the guests.
- 1.3. Issue the guest room key.

Unit 2: Information

- 2.1. Provide the information to the guests as well as visitors.
- 2.2. Control the guest's room keys.
- 2.3. Provide the sundry services.

Unit 3: Reservation

- 3.1. Keep update reservation records.
- 3.2. Handle amendment.

Unit 4: Cashier

- 4.1. Handle cash.
- 4.2. Exchange foreign currency, travellers' cheque, and credit cards.

Unit 5: Telephone

- 5.1. Handle telephone promptly.
- 5.2. Maintain logbook.

Distribution of marks for evaluation

Section	Evaluation criteria	Total Marks		
		Internal	Final	Total
1	Related field work supervision by industrial supervisor (continuous evaluation)	150		150
2	Related institution, supervision by supervisor/teacher <ul style="list-style-type: none"> • Hotel report • Report presentation including viva 		50	50
3	CTEVT appointed examiner (at the end of the field practicum) <ul style="list-style-type: none"> • Hotel report • Report presentation including viva 		50	50
Total marks		150	100	250

Important note: *Each student must pass in each of the section of the evaluation as presented above with a minimum of 60% marks.*