

BSS SYLLABUS

[HMTS050] - BSS DIPLOMA IN HOSPITALITY MANAGEMENT - [ONE YEAR]			
1	PAPER 1	HMTS050-01	COMMUNICATIVE ENGLISH & COMPUTER FUNDAMENTALS (MS-OFFICE)
2	PAPER 2	HMTS050-02	CUSTOMER CARE FUNDAMENTALS
3	PAPER 3	HMTS050-03	FRONT OFFICE MANAGEMENT
4	PAPER 4	HMTS050-04	HOUSEKEEPING & FOOD AND BEVERAGE SERVICE MANAGEMENT
5	PAPER 5	HMTS050-05	PRACTICAL - I
6	PAPER 6	HMTS050-06	PRACTICAL - II
7	PAPER 7	HMTS050-07	PRACTICAL - III
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[HMTS050] - BSS DIPLOMA IN HOSPITALITY MANAGEMENT - [ONE YEAR]

[HMTS050-01] - COMMUNICATIVE ENGLISH & COMPUTER FUNDAMENTALS (MS-OFFICE)

COMMUNICATIVE ENGLISH

UNIT - I

Communication – communication Process - verbal communication – Non – Verbal Communication – Pros & Cons of Communication – communicative English Exercises.

UNIT - II

Phonetics – Organs of Speech – Vowels – Spelling Areas – Diphthongs – Consonants – Stress – Word Accent – The Parts of Speech in English.

UNIT - III

Communicative grammar – Classification of Nouns and Their functions – Verbs – Symbols – Pronouns – Auxiliary Verbs – Articles – Use of the indefinite article – Use of the definite article – Tenses – Prepositions – Phrasal verbs and adverb particles – Verbs Patterns and structures.

UNIT - IV

Patterns of Sentences – Direct and indirect speech – Degrees of Comparison – Simple, Complex and compound sentences – Basics of Inter – personal skills – Basics of Body language.

COMPUTER FUNDAMENTALS (MS-OFFICE)

UNIT - V

Windows Introduction – Operating System - Desk Top Icons – My Computer, Recycle Bin, Internet Explorer, Network Neighborhood, My documents. Working with Windows – How to create a Folder, Copying and cutting files, Renaming - Start Icon – Programs, Favorites, Documents, Settings, Find, Run, Shutdown - Application Icons.

UNIT - VI

An Introduction to Word – The word workspace, Starting and quitting Word, Creating and Manipulating various documents, Editing of proofing files, merging documents and macros. -How to use Mouse and Menu – Working with dialog box - Primary Commands in File Menu – The Open commands, The File name commands - The New Commands, The Save, Save As, and Save all commands, The Close command, The page setup, The Print commands, The exit commands.

Edit Menu Commands – The Cut, Copy, and Paste commands, The Undo and Repeat Commands, Find and Replace commands- Format Commands – The view menu, the Insert menu, the tool menu, the table menu, the window menu.

UNIT - VII

Building a Simple Worksheet- Entering Text, Entering Values, Entering Dates and Times, Moving Around, Scolding Selecting Ranges, Using Menu, Using Tool Bar, Using Tool Bar, Using Shortcut Menus, Changing Entries, Copying Entries, Moving Entries, Inserting Deleting Cells - Formatting Basics – Changing Character Style, Changing Alignment, Changing Column width, Changing Row Height, Sheet Rename, Conditional Formatting, Auto Formatting.

Working with Multiple Worksheet – copying entries between workbooks, Moving sheets work books, Deleting sheets, Quitting Excel- Opening Existing Workbooks – Simple calculations, Doing arithmetic, Totaling Column of values, Naming cells and Ranges. Formatting Text – Displaying dollars and cents, Formatting decimal places, Formatting dates, Copying style and formats, Formulas that Make Decisions – Using IF function, using the nested IF function, Copying formulas.

Checking spelling, Printing Worksheets, Preview Worksheets, Goal seek, scenarios, Macro, Protection- Sorting data, Keeping leading view, Finding records, Adding and deleting records, Filtering records. Plotting charts, Sizing and moving charts, Updating charts, Changing the charts Type, Using auto format. Creating Macros, Recording Macros, Running Macros

UNIT - VII

Basics of Ms Office Tools, Ms Office Access, Ms Office Groove, Ms office one note, Ms Office outlook, Ms Office power point.

[HMTS050-02] - CUSTOMER CARE FUNDAMENTALS**UNIT-1**

Introduction to Communication Skills -Communication and its importance Principles of Effective communication -Types of communication - verbal, non verbal, written, email, talking on phone-Non verbal communication -characteristics, components-Para-language Body

UNIT-2

Language Barriers to communication and dealing with barriers-Handling nervousness/ discomfort-Listening Skills -Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening-Triple- A Listening - Attitude, Attention & Adjustment

UNIT-3

Active Listening Skills- Motivational Training Characteristics -Essential to Achieving Success- The Power of Positive Attitude-Self awareness-Importance of Commitment -Ethics and Values- Ways to Motivate Oneself-Personal Goal setting and Employability Planning

UNIT-4

Facing Interviews Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview -Behavioral Skills- Organizational Behavior-Problem Solving- Confidence- Building Attitude- Decision making -Entrepreneurship skill - Concept of Entrepreneurship

UNIT-5

Entrepreneurship - Enterprises:Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation-Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities

[HMSTS050-03] - FRONT OFFICE MANAGEMENT**UNIT-1**

Reservations -Feedback -Cancellation &Amendments-Identification of Vouchers

UNIT-2

Manual Tabulation - Ledger and Billing -Mechanical Ledger- Billing - Computerised Ledger, Billing

UNIT-3

Tourism - International Hotel Regulations-Front office (practical) -Cashiering - Cashiering while check in of VIP's / FIT's / Group

UNIT-4

Cashiering procedure during stay of the guest - Cashiering while check out -Auditing - Night Auditor's job

UNIT-5

Vouchers / Document generated - Working with National cash Registers

[HMSTS050-04] - HOUSEKEEPING & FOOD AND BEVERAGE SERVICE MANAGEMENT**UNIT-1**

Practice on Restaurant Etiquettes - Basic technical skills, interpersonal skills, taking booking, preparation of service, the order of service- Identification of Restaurant Equipments-Mis-en-place, Mise-en-Scene-

UNIT-2

Table laying - simple covers Ala' Carte & Table d' hote'- Napkin Folding, spreading & changing tablecloth- Laying table for Lunch/Dinner- Arranging of Side Board/ Dummy Waiter

UNIT-3

Carrying a Salver or Tray, Carrying plates, Glasses and other Equipments- Rules for laying table - Laying covers as per menus - Order taking - writing a food KOT, writing a BOT - Handling service gear, Clearing an ashtray, Crumbing, Clearance and presentation

of bill

UNIT-4

Silver service - American service - Practical situation handling e.g. spillage etc- Situation handling - Restaurant reservation system - Hostess desk functions -Introduction to House Keeping Department

UNIT-5

Layout of room and standard supplies - Identification of cleaning equipment - Bed making, second service and turn down service - Cleaning of rooms, bathroom- Room attendant trolley/Maid's cart - Room inspection- Check List - Public Area cleaning,

[HMTS050-05] - PRACTICAL - I

[HMTS050-05]-PRACTICAL - I should be conducted based on PAPER 1

BSS RECORD NOTE must be utilized by the student to complete this Practical.

[HMTS050-06] - PRACTICAL - II

[HMTS050-06]-PRACTICAL - II should be conducted based on PAPER 2

BSS RECORD NOTE must be utilized by the student to complete this Practical.

[HMTS050-07] - PRACTICAL - III

[HMTS050-07]-PRACTICAL - III should be conducted based on PAPER 3

BSS RECORD NOTE must be utilized by the student to complete this Practical.

[HMTS050-08] - PRACTICAL - IV

[HMTS050-08]-PRACTICAL - IV should be conducted based on PAPER 4

BSS RECORD NOTE must be utilized by the student to complete this Practical.