

ALAGAPPA UNIVERSITY

(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle ,
Graded as Category-I University and granted autonomy by MHRD-UGC)

DIRECTORATE OF COLLABORATIVE PROGRAMMES



Post Graduate Diploma in Hotel Accommodation Management (PGDHAM)

Regulations and Syllabus

[For those who join the Course in July 2023 and after]

CHOICE BASED CREDIT SYSTEM

REGULATIONS

NAME OF THE PROGRAMME : Post Graduate Diploma in HOTEL ACCOMMODATION MANAGEMENT (PGDHAM).

ELIGIBILITY: Any Graduate of a recognized University (or) Three Year Diploma in Hotel Management and Catering Technology awarded by National Council for Hotel Management / All India Council for Technical Education

PATTERN: Semester

DURATION: The course for the Full Time students shall extend over a period of only one Academic Year.

The duration of the Course will be about 170 days. The subjects of study shall be in accordance with the syllabus prescribed from time to time.

SUBJECTS OF STUDY: The total number of subjects of study will be 9 Papers (5 theories and 4 practical) in one year.

CONTINUOUS INTERNAL ASSESSMENT:

The respective course faculty will continuously assess the performance of students in each course. The continuous internal assessment marks shall be awarded by the concerned course faculty based on the performance of the students in case studies, paper presentations, quizzes, practical, tests and other assignments.

ATTENDANCE:

Students who secure at least 80% of attendance in the year will only be eligible to appear for the examination of that year. Those who fail to secure the required attendance shall repeat the same year/ course during the subsequent academic year.

UNIVERSITY EXAMINATIONS:

The University examinations will be held at the end of the Academic Year for duration of three hours for each subject.

EVALUATION OF ANSWER PAPERS:

Answer papers of the University examinations shall be subjected to evaluation by a Board of Examiners constituted by Alagappa University.

PASSING MINIMUM:

The passing minimum, for the University examination is 50% of the total marks of the university examination in each subject. The overall passing minimum is 50% both in the external and aggregate of Internal and external in each subject. There are no minimum prescribed marks for pass in the internal assessment.

CLASSIFICATION: There classification of marks will be as follows.

60% and above	- I Class
50% to 59%	- II Class

AWARD OF DIPLOMA:

Students who successfully complete the programme within the stipulated period will be awarded Post Graduate Diploma in Catering & Hotel Management.

COURSE COMPLETION:

Students shall complete the programme within a period not exceeding 5 years from the year of completion for the period of study.

**POST GRADUATE DIPLOMA IN HOTEL ACCOMMODATION MANAGEMENT
(PGDHAM)**

Sem.	Subject Code	Subject Name	T/P	Credits	Hrs	Int.	Ext.	Total
I	90411	Front Office Operations	T	3	4	25	75	100
	90412	Housekeeping Management	T	3	4	25	75	100
	90413	Hotel And Catering Laws	T	3	4	25	75	100
	90414	Front Office Operations Practical	P	4	8	25	75	100
	90415	Housekeeping Management Practical	P	5	10	25	75	100
		Total		18	30	125	375	500
II	90421	Computer Applications In Front Office	T	2	6	25	75	100
	90422	Hotel Accounts	T	2	6	25	75	100
	90423	Computer Applications In Front Office Practical	P	6	18	25	75	100
	90424	Industrial Exposure Training	I	8	8 Weeks	25	75	100
			Total		18	30	100	300
				36	60	225	675	900

- There shall be training in industry for all students undergoing the course at the end of the year for period of not less than eight weeks.

SEMESTER II

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90411	FRONT OFFICE OPERATIONS	T	3	4

Objective	After the completion of this unit, the student will have in-depth knowledge of the lodging industry, about the front office department.
Unit I	<ul style="list-style-type: none"> • Introduction to Hotel Industry and Front Office • Introduction to Front Office • Departments and Sections with which Front Office communicates and co-ordinates
Unit II	<ul style="list-style-type: none"> • Reservation and Registration • Types of Reservations. • Glossary terms related to registration
Unit III	<ul style="list-style-type: none"> • Front Office Services • Guest relations • Front Office security functions • Concierge and Bell Desk
Unit IV	<ul style="list-style-type: none"> • Front Office Accounting • Accounts • Computer Billing & Maintenance of Accounts. • Internal Control
Unit V	<ul style="list-style-type: none"> • CHECK- OUT AND SETTLEMENT • Departure procedures. • Check-out options • Unpaid Account balance. • Collection of Accounts • Potential Check-out problems
Outcome	The student would be able understood the in-depth knowledge of the front office department.

REFERENCE BOOKS

- Robert Woods et al., *Professional Front Office Management*, 1stedn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)
- AnutoshBhakta, *Professional Hotel Front Office Management*, (Tata McGraw Hill: New Delhi, 2012)
- Misra&Sadual, *Basics of Tourism Management*, (Excel Books: New Delhi, 2008)

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90412	HOUSEKEEPING MANAGEMENT	T	3	4

Objective	<ul style="list-style-type: none"> ➤ At the end of the unit, the students would have acquired knowledge about the organized structure of the housekeeping department. ➤ After the completion of this unit, the students will be able to understand about the activities at the central desk, uses of maids cart and the types of rooms. ➤ After the completion of this unit the students will know about the various cleaning materials and agents used. ➤ Students will understand the operational areas of housekeeping department, Cleaning services and knowledge of care and cleaning of various surfaces. ➤ The students will understand service/facilities offered by housekeeping department at the end of this chapter.
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UNIT 1

1. Role of housekeeping in hospitality industry.
2. Lay out and organizational structure of housekeeping department.
3. Job description of housekeeping personnel
4. Inter Departmental relationship

UNIT II

1. Qualities of housekeeping staff
2. Housekeeping activities at central desk
3. The maids cart
4. Configuration of rooms
5. Types of configuration

UNIT III

1. Classification and types of equipment's with diagram
2. Mechanical Equipment's
3. Care and use of the above equipment's
4. Machine room
5. Floor pantry
6. Godowns
7. House Keeping Stores
8. Cleaning agents

UNIT IV

1. Operational areas of housekeeping department
2. Cleaning procedures and frequency
3. Daily cleaning –schedules and records
4. Public areas – schedules and records
5. Weekly cleaning –schedules and records
6. Periodic cleaning –schedules and records
7. Special cleaning –schedules and records.

UNIT V

1. Floor Operations
2. Standard supplies provided in the guest rooms
3. Special services
4. Preparing a red slip.
5. Key handling procedures
6. Lost and found, missing & damaged procedures and records.
7. Glossary terms

Outcome	<p>The student would be able understood the role of housekeeping department.</p> <p>The student would be able understood the activities of housekeeping department.</p> <p>The student would be able understood the usages of cleaning materials and agents used.</p> <p>The student would be able understood care and cleaning of various surfaces.</p> <p>The student would be able understood the facilities offered by housekeeping department.</p>
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REFERENCE BOOKS:

1. Hotel, Hostel and Hospital Housekeeping – JOAN C.BRANSON HARGARET LENNAX
2. Hotel Hospital Housekeeping – SUDHIR ANDREWS
3. Hospital Housekeeping Supervision Vol-1 Vol-2 – JANE FELLOWS
4. Accommodation and Cleaning services – DAVID M.ALLEN

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90413	Hotel & Catering Laws	T	3	4

Objective 1
 After completion of this unit the student will be able to know the basic laws governing hotelkeeper and the different contract procedures After completion of this unit the student will be able to know the basic laws governing hotelkeeper and the different contract procedures After completion of this unit the student will be to know the acts of guest and third parties. After completion of this unit the student will be able to acquire knowledge on hotels liability on guest. After completion of this unit the student will be able to know the food laws followed for the hospitality industry.

UNIT - 1

Introduction - Laws governing the hotelkeeper - Common Law - State Court Decisions - Federal Court Decisions: Hotels, Motels and Inns: Management in practice: The Hotel keeper and the Law of Contract – Contracts - Definition - Importance - Types of Contracts. Law of Torts and Negligence - Torts - Contributory and comparative - Negligence.

UNIT - 2

Hotel-Guest Relationship: Duty to receive and rights to refuse guests or persons - Guest reservation - Form and effect of Agreement - Guest Law suits for damages – Overbooking - Guest's right to privacy.

UNIT – 3

Right to evict a guest – Tenant – Restaurant – Patron - Duty to Protect Guests: Reasonable care - Rule - Acts of guests - Patrons - Employees and third parties - Assault by third parties in restrooms and hotel parking area.

UNIT – 4

Hotel's Liability: Regarding guest property - Unclaimed property -Handling mail for guests - Automobiles or assets of guests and others - Loss of property - Nature of liability - Bailment for non-guests - Liability for restaurant - Patrons property - Hotel defences to liability claims - Statutory limits on hotel's liability.

UNIT - 5

Food Legislation:

State and Local food laws - General liability for unwholesome food - Warranties - Privity of contacts - Uniform commercial code - Strict liability. Truth-in-menu and Labelling Laws - Adulteration -Misbranded goods - Functions - Central food lab – Powers and duties of a food inspector - Rate control.

Outcome
The student would be apt in understanding the basic laws governing hotelkeeper and the different contract procedures.
Questions: classify, compare, convert, Explain, and Express, Illustrate, Outline, Relate, Show, Summaries, and Translate.
The student would be apt in understanding the basic laws governing hotelkeeper and the different contract procedures.

Questions: classify, compare, convert, Explain, and Express, Illustrate, Outline, Relate, Show, Summaries, and Translate.

The student would be apt in understanding the acts of guest and third parties.

Questions: classify, compare, convert, Explain, and Express, Illustrate, Outline, Relate, Show, Summaries, and Translate.

The student would be apt in understanding the acquire knowledge on hotels liability on guest.

Questions: classify, compare, convert, Explain, and Express, Illustrate, Outline, Relate, Show, Summaries, and Translate.

The student would be apt in understanding the food laws followed for the hospitality industry.

Questions: classify, compare, convert, Explain, and Express, Illustrate, Outline, Relate, Show, Summaries, and Translate.

References:

1. Hospitality Law -Jac.1c.P. Jefferies
2. Commercial Law -N.D. Kapoor
3. Mercantile Law –N.D. Kapoor
4. Relevant Bare Acts.

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90414	FRONT OFFICE OPERATIONS PRACTICAL	P	4	8

Objective1	At the end of the unit, the students would have acquired knowledge about the organized structure of the Front Office department.
	<ol style="list-style-type: none"> 1. Students must be aware of uses of all stationeries in front office. 2. Forecasting of rooms 3. Taking reservation, cancellation, amendments, processing reservation 4. Receiving & registering of F.I.T, groups, crew and VIPs through role play 5. Extempore for polite speaking. 6. Improving the conversational skills and mannerism. 7. Etiquettes, body language, grooming and greeting 8. Situations handling (over booking, room change, turn away) 9. Writing down the log book. 10. Taking down messages in the message slip for the guest. 11. Handling of telephone and telephone mannerism 12. Paging 13. Handling of left baggage. 14. Filling of Errand cards. 15. Practice in creation and maintenance of guest Accounts, Folios, Vouchers and ledgers (Manual and automated) 16. Preparation of night audit reports. 17. Handling guest complaints (case studies)
Outcome1	The student would be able understood the role of Front Office department.

REFERENCE BOOKS

- Robert Woods et al., *Professional Front Office Management*, 1stedn, (Pearson Publications: Essex, 2014)
- JatashankarTiwari, *Hotel Front Office: Operations and Management*, (Oxford: New Delhi, 2016)

	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	HOURS
	90415	HOUSEKEEPING MANAGEMENT PRACTICAL	P	5	10

Objective 1	The students will understand housekeeping department.
	<ul style="list-style-type: none"> • Identification of cleaning equipment's. • Identification of cleaning agents. • Cleaning of various surfaces. • Basic cleaning operation (Dusting, sweeping, moping, scrubbing, polishing) • Cleaning of bathroom. • Bed making / Morning and evening attention. • Public Area Cleaning (Dining area, staircase, corridors, office areas, lobby and reception areas.
Outcome 1	The student would be able to understand how to work practically in housekeeping department.

SEMESTER II

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	Hours
90421	CC 904	COMPUTER APPLICATIONS IN FRONT OFFICE	T	2	6

Objective 1	After completion of this unit the student will be able to know the use of computers in the hotel industry.
Unit I	Automation in Hotel Industry – Electronics data processing – Types of computers – Computers in hotel industry – Hotel property Management system – The internet and the hotel industry.
Unit II	Essential of computer systems – Input and output units – The central processing – Storage devices – Generic application software – Word processing software – Electronic spreadsheet software – Data base management software – Electronic communication.
Unit III	Computer based reservation system – global Distribution system – Central reservation system – Property level reservation systems – Reservation through the internet- Reservation management
Unit IV	Room Management and guest accounting application – Rooms management module – Guest accounting module
Unit V	Property management system interfaces – Point of sale systems – Call accounting systems
Outcome 1	The student would be able to understand the use of computers in Front Office Department.

References:

1. Hospitality industry computer systems third edition by Michael L. Kasavna.
2. Data analysis in Hotel and catering management by Stephen Cunningham.
3. The internet by Douglas E. Comer.
4. Internet investigations in Hospitality, travel and tourism by Cynthia Leshin.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	Hours
90422	CC904	HOTEL ACCOUNTS	T	2	6

UNIT - I

Objective1	After completion of this unit the student will be able to know the basic accounting procedure.
Introduction to Accounting – Meaning and definition – Book keeping – End uses of accounting – Financial Accounting and Management Accounting – Concepts and Conventions – Accounting Terms – Classifications of accounts : Principles of Double Entry – Single entry – Advantages and Limitations of Double Entry System.	
Outcome1	The student would be apt in understanding the importance of Accounting procedure. <i>Questions: classify, compare, convert, Explain, Express.</i>

UNIT - II

Objective 2	After completion of this unit the student will be able to know the method for posting and balancing the ledger accounts.
Journal – Meaning – Format – Formation of Journal entries – Ledger – Meaning – Sub-divisions of a ledger – Format – posting and balancing the ledger accounts from proper journal – Trial Balance – Meaning and definition – Debit and Credit balances – preparation of a Trial Balance – Advantages and limitations of a Trial Balance.	
Outcome 2	The student would be able to know the posting and balancing the ledger accounts. <i>Question: Categories, Classify, Compare, Distinguish, Generate, Examine.</i>

UNIT - III

Objective 3	After completion of this unit the student will be able to know about subsidiary books and accounts.
Subsidiary Books of accounts – Invoice – Voucher – Debit and Credit Note – Cash Receipts – Purchase Book – Sales Book – Purchase Returns Book – Sales Returns Book – Trade Discount and Cash Discount – Cash Books – Simple cash Book – Preparation – Double column Cash Book – Triple column Cash book – Contra entries – Dishonor of cheques – Petty cash Book – Uses and limitations of Subsidiary Books.	
Outcome 3	Knowing different types of subsidiary books and accounts using in hotel accounts. <i>Question: Classify, Compare, Examine.</i>

UNIT - IV

Objective 4	After completion of this unit the student will be able to know the different accounts maintained in the management.
Final Accounts – introduction – forms of incomes and expenditure – Trading Account – Advantages of a Trading account – Manufacturing Account – Profit and Loss Account – Distinctions between Trading and Profit and Loss account – Balance sheet – Components – preparation – uses of final accounts.	
Outcome 4	The students have a clear knowledge about various accounts maintained in the management. <i>Question: classify, compare, Explain, Express, Illustrate, Outline.</i>

UNIT - V

Objective 5	After completion of this unit the student will be able to acquire knowledge on income and expenses and assets and liabilities.
Final Accounts – Adjustments – Outstanding or prepaid expenses – Incomes outstanding or incomes received in advance – Depreciation methods of evaluation – Bad debts – Provision and Reserves – Discount – Interest on capital or drawings – Classification of assets – Tangible and intangible assets – Marshalling of assets and liabilities.	
Outcome 5	The students will get educated on income and expenses and assets and liabilities. <i>Question: Assess, Determine, Evaluate, Explain, Measure.</i>

Reference Books

1. Introduction of Accounting – T.S. Grewal
2. Advanced Accounting – Arulanandam & Raman

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	Hours
90423	CC 904	COMPUTER APPLICATIONS IN FRONT OFFICE PRACTICAL	P	6	18

Objective 1	After completion of this unit the student will be able to perform computer based reservation system, room management, property management and automated facility system.
	<ul style="list-style-type: none"> • Computer based reservation system – global Distribution system – Central reservation system – Property level reservation systems – Reservation through the internet- Reservation management. • Room Management and guest accounting application – Rooms management module – Guest accounting module • Property management system interfaces – Point of sale systems – Call accounting systems • Electronic locking systems – Energy management systems – Auxiliary guest services – guest operated devices – Automation hotel sales office.
Outcome 1	The students will get educated on perform computer based reservation system, room management, property management and automated facility system.

SUBJECT CODE	COURSE CODE	TITLE OF THE PAPER	T/P	CREDITS	Hours
90424	CC 904	INDUSTRIAL EXPOSURE TRAINING	I	8	8 Weeks

Note:

- Internship for 8 weeks at a stretch is compulsory.
- After the internship, practical examination for internship will be conducted during the II Semester examinations.

Mark Allocation:

Internal Marks:

Log Book	15	
Attendance	10	25

External Marks:

Training Report	35	
Presentation	25	
Viva	15	75

Total Marks

100

PG Diploma Programmes

19.1 Passing minimum

- A candidate shall be declared to have passed each course if he/she secures not less than 40% marks in the End Semester Examinations and 40% marks in the Internal Assessment and not less than 50% in the aggregate, taking Continuous Assessment and End Semester Examinations marks together.
- The candidates not obtain 40% in the Internal Assessment are permitted to improve their Internal Assessment marks in the subsequent semesters (2 chances will be given) by writing the CIA tests and by submitting assignments.
- Candidates, who have secured the pass marks in the End-Semester Examination and in the CIA but failed to secure the aggregate minimum pass mark (E.S.E + C I.A), are permitted to improve their Internal Assessment mark in the following semester and/or in University examinations.
- A candidate shall be declared to have passed the Project/Dissertation/Internship if he/she gets not less than 40% in the End Semester Examinations and 40% marks in the Internal Assessment and not less than 50% in the aggregate in each of the Project/Dissertation/Internship Report and Viva-Voce.
- A candidate who gets less than 50% in the Project/Dissertation/Internship Report must resubmit the thesis. Such candidates need to take again the Viva-Voce on the resubmitted Project report.

19.2 Grading

The following table gives the marks, Grade points, Letter Grades, and classifications meant to indicate the overall academic performance of the candidate.

Conversion of Marks to Grade Points and Letter Grade (Performance in Paper/ Course)

RANGE OF MARKS	GRADE POINTS	LETTER GRADE	DESCRIPTION
90 - 100	9.0 – 10.0	O	Outstanding
80 - 89	8.0 – 8.9	D+	Excellent
75 - 79	7.5 – 7.9	D	Distinction
70 - 74	7.0 – 7.4	A+	Very Good
60 - 69	6.0 – 6.9	A	Good
50 - 59	5.0 – 5.9	B	Average
00 - 49	0.0	U	Re-appear
ABSENT	0.0	AAA	ABSENT

- a) Successful candidates passing the examinations and earning a GPA between 9.0 and 10.0 and marks from 90 – 100 shall be declared to have Outstanding (O).
- b) Successful candidates passing the examinations and earning a GPA between 8.0 and 8.9 and marks from 80 - 89 shall be declared to have Excellent (D+).
- c) Successful candidates passing the examinations and earning a GPA between 7.5 – 7.9 and marks from 75 - 79 shall be declared to have Distinction (D).
- d) Successful candidates passing the examinations and earning a GPA between 7.0 – 7.4 and marks from 70 - 74 shall be declared to have Very Good (A+).
- e) Successful candidates passing the examinations and earning a GPA between 6.0 – 6.9 and marks from 60 - 69 shall be declared to have Good (A).
- f) Successful candidates passing the examinations and earning a GPA between 5.0 – 5.9 and marks from 50 - 59 shall be declared to have an Average (B).
- g) Candidates earning a GPA between 0.0 and marks from 00 - 49 shall be declared to have Re-appear (U).
- h) Absence from an examination shall not be taken as an attempt.

From the second semester onwards the total performance in a semester and continuous performance starting from the first semester are indicated respectively as Grade Point Average (GPA) and Cumulative Grade Point Average (CGPA). These two are calculated by the following formulate

$$\text{GRADE POINT AVERAGE (GPA)} = \frac{\sum_i C_i G_i}{\sum_i C_i}$$

$$\text{GPA} = \frac{\text{Sum of the multiplication of Grade Points by the credits of the courses}}{\text{Sum of the credits of the courses in a Semester}}$$

19.3 Classification of the final result

CGPA	Grade	Classification of Final Result
9.5 – 10.0 9.0 and above but below 9.5	O+ O	First Class – Exemplary*
8.5 and above but below 9.0 8.0 and above but below 8.5 7.5 and above but below 8.0	D++ D+ D	First Class with Distinction*
7.0 and above but below 7.5 6.5 and above but below 7.0 6.0 and above but below 6.5	A++ A+ A	First Class
5.5 and above but below 6.0 5.0 and above but below 5.5	B+ B	Second Class
0.0 and above but below 5.0	U	Re-appear

The final result of the candidate shall be based only on the CGPA earned by the candidate.

- a) Successful candidates passing the examinations and earning a CGPA between 9.5 and 10.0 shall be given Letter Grade (O+), and those who earned a CGPA between 9.0 and 9.4 shall be given Letter Grade (O) and declared to have First Class –Exemplary*.
- b) Successful candidates passing the examinations and earning a CGPA between 7.5 and 7.9 shall be given Letter Grade (D), those who earned a CGPA between 8.0 and 8.4 shall be given Letter Grade (D+), those who earned a CGPA between 8.5 and 8.9 shall be given Letter Grade (D++) and declared to have First Class with Distinction*.
- c) Successful candidates passing the examinations and earning a CGPA between 6.0 and 6.4 shall be given Letter Grade (A), those who earned a CGPA between 6.5 and 6.9 shall be given Letter Grade (A+), those who earned a CGPA between 7.0 and 7.4 shall be given Letter Grade (A++) and declared to have First Class.
- d) Successful candidates passing the examinations and earning a CGPA between 5.0 and 5.4 shall be given a Letter Grade (B), and those who earned a CGPA between 5.5 and 5.9 shall be given a Letter Grade (B+) and declared to have passed in Second Class.
- i) Candidates who earned a CGPA between 0.0 and 4.9 shall be given Letter Grade (U) and declared to have Re-appear.

e) Absence from an examination shall not be taken as an attempt.

$$\text{CUMULATIVE GRADE POINT AVERAGE (CGPA)} = \frac{\sum_n \sum_i C_{ni} G_{ni}}{\sum_n \sum_i C_{ni}}$$

CGPA = Sum of the multiplication of Grade Points by the credits of the entire Programme

Sum of the credits of the courses for the entire Programme

Sum of Grade Points X credits of the entire Programme

Where 'Ci' is the Credit earned for Course i in any semester; 'Gi' is the Grade Point obtained by the student for Course i and 'n' refers to the semester in which such courses were credited.

CGPA (Cumulative Grade Point Average) = Average Grade Point of all the Courses passed starting from the first semester to the current semester.

Note: * The candidates who have passed in the first appearance and within the prescribed Semesters of the PG Programme are alone eligible for this classification.