

PROGRAMME GUIDE



**School of Tourism &
Hospitality Services Management**

Indira Gandhi National Open University





The students will have to make their own boarding and lodging arrangements.

7.0 PROGRAMMES OFFERED

7.1 CERTIFICATE PROGRAMME IN FRONT OFFICE OPERATIONS (CFO)

COURSE CONTENTS

1. UNDERSTANDING TOURISM
2. FUNCTIONAL COMMUNICATIVE SKILLS & PERSONNEL GROOMING
3. DESTINATION MADHYA PRADESH
4. FRONT OFFICE OPERATIONS (Part I)
5. FRONT OFFICE OPERATIONS (Part II)

7.2 CERTIFICATE PROGRAMME IN HOUSEKEEPING OPERATIONS (CHO)

COURSE CONTENTS

1. UNDERSTANDING TOURISM
2. FUNCTIONAL COMMUNICATIVE SKILLS & PERSONNEL GROOMING
3. DESTINATION MADHYA PRADESH
4. HOUSEKEEPING OPERATIONS (Part I)
5. HOUSEKEEPING OPERATIONS (Part II)

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7.3 CERTIFICATE COURSE IN FOOD & BEVERAGE SERVICE OPERATIONS (CFBO) COURSE CONTENTS

1. UNDERSTANDING TOURISM
2. FUNCTIONAL COMMUNICATIVE SKILLS & PERSONNEL GROOMING
3. DESTINATION MADHYA PRADESH
4. FOOD & BEVERAGE SERVICE OPERATIONS (Part I)
5. FOOD & BEVERAGE OPERATIONS (Part II)

8.0 DETAILED SYLLABI FOR EACH PROGRAMME

COURSE I- UNDERSTANDING TOURISM

- Unit 1-Concept and growth of Tourism in India.
- Unit 2- Future Expansions & Changing Trends
- Unit 3- Organizations in Tourism
- Unit 4- Statistical Information Regarding Tourism In India

COURSE II- FUNCTIONAL COMMUNICATION SKILLS & PERSONNEL GROOMING

- Unit 1- Understanding Communication
- Unit 2- Communication at the Front Office
- Unit 3- Guidance & Route Assistance
- Unit 4- Restaurant communication
- Unit 5- Communicative skills for Housekeeping Personnel

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Unit 6- Grooming Skills

Unit 7- Expressions for the Service procedures

Unit 8- Body Language & Professional Ethics

Unit 9- Self Development

COURSE III- DESTINATION MADHYA PRADESH

Unit 1- Bhopal Region

Unit 2- Gwalior Region

Unit 3- Indore Region

Unit 4- Khajuraho Region

Unit 5- Jabalpur region

Unit 6- National Parks & Wild Life Sanctuaries

FRONT OFFICE OPERATIONS (Part I)

Unit 1- Introduction to Hospitality Industry

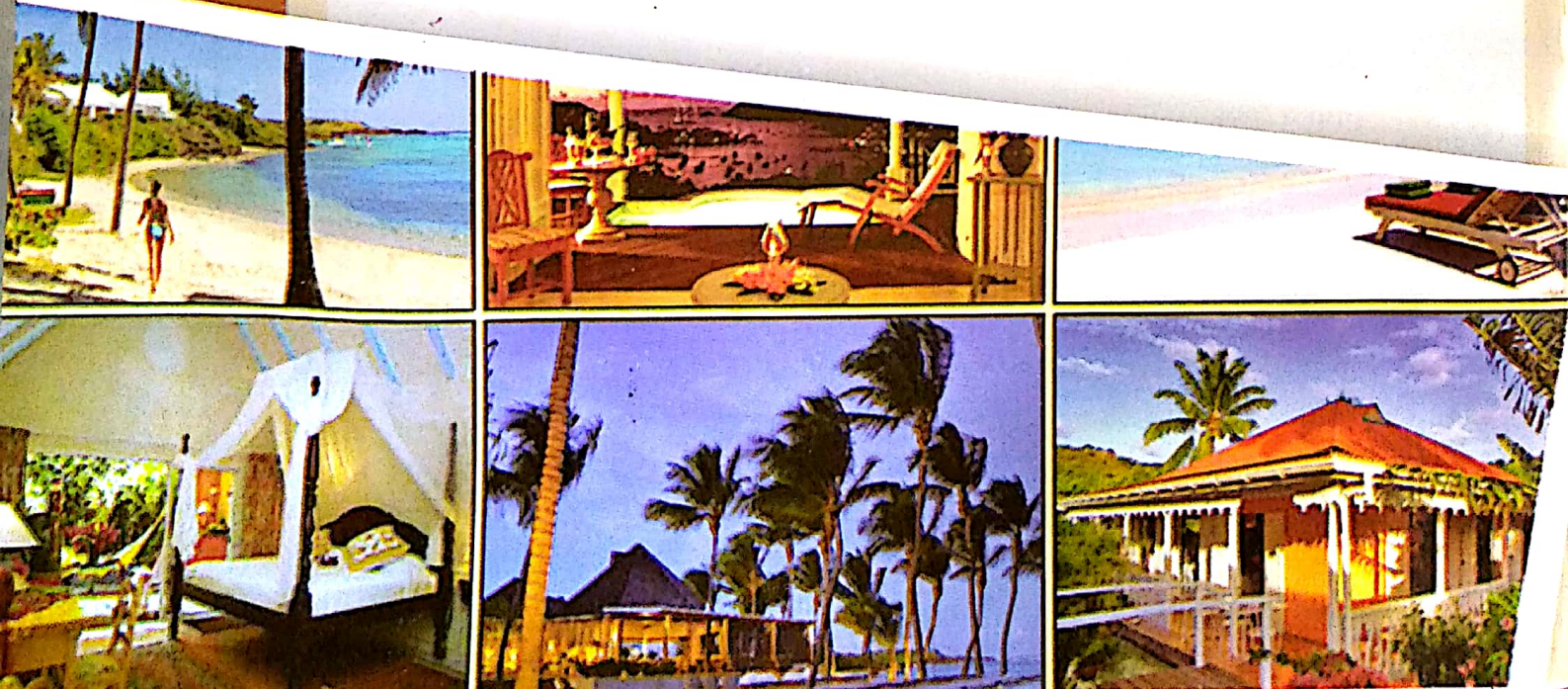
Unit 2- Hotel Classification

Unit 3- Front Office Section

Unit 4- Procedures at Different Sections

Unit 5- Meal Plans

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FRONT OFFICE OPERATIONS (Part II) PRACTICAL MANUAL

- Unit 1- Opening & Closing Procedures
- Unit 2- Telephone Operations
- Unit 3- Safety & Security
- Unit 4- Coordination with Other Departments
- Unit 5- Handling Difficult Situations

HOUSEKEEPING OPERATIONS (Part I)

- Unit 1- The Housekeeping Department
- Unit 2- Equipments & Cleaning Procedures
- Unit 3- Cleaning Agent
- Unit 4- Public Areas
- Unit 5- The Guest Rooms
- Unit 6- Maintenance of Records
- Unit 7- Linen Room
- Unit 8- Flower Arrangement

COURSE V

HOUSEKEEPING OPERATIONS (Part II) PRACTICAL MANUAL

- Unit 1- Cleaning Techniques
- Unit 2- Cleaning Procedures for Public Areas

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Unit 3- Cleaning Agents

Unit 4- Safety, Security & First Aid

FOOD & BEVERAGE SERVICE OPERATIONS (Part I)

Unit 1- About Food & Beverage Service Sector

Unit 2- Service Tools & Equipment

Unit 3- Table Layout

Unit 4- Menu Knowledge

Unit 5- Restaurant, Room Service & Back Area

Unit 6- Banquets

Unit 7- Bar & Beverages

FOOD & BEVERAGE SERVICE OPERATIONS (Part II) PRACTICAL MANUAL

Unit 1- F&B Service Personnel

Unit 2- Setting & Arrangements

Unit 3- Menu Knowledge

Unit 4- Maintaining Equipments

Unit 5- Room Service Operations

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