

# CURRICULUM FOR

# HOTEL OPERATIONS

1-2 YEAR

(Diploma course)

National Vocational & Technical Training Commission, Islamabad (February, 2012)



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## TRAINING OBJECTIVES

The main objectives are to:-

- Meet the needs of applicants considering entry into operational positions within the hospitality industry.
- Understand of hotel operations management
- Provides an opportunity for industry practitioners to up skill and or refresh their knowledge base
- Provide opportunities exist in supervisory and managerial roles across the hospitality sector internationally, including food and beverage and front office. The demand of the supervisory level professionals is multiplying day by day due to the ever-expanding hospitality industry across the world.
- Find the best employment opportunities in important roles in the Food & Beverage and Rooms Division in the leading hotel chains of the world.

## CURRICULUM SALIENTS

Name of Course	Diploma in Hotel Operations
Duration of Course	2 Years
Total Training Hours	1896 Hours
Theory & In-House Practical Hrs.	1320 Hrs. 4.5 Hours
Training Hours per Day	5
Days per Week	Theory 60%
Training Methodology	Practical 40%
Entry level	Matriculation
Medium of Instruction:	English and Urdu

# 1<sup>st</sup> Year

## **SKILL PROFICIENCY DETAILS**

On successful completion of this course, trainee should be able to:

1. Set Up the Restaurant for Service
2. Fold Napkins, Stock and Maintain Side Station
3. Prepare Breads, Bread Baskets and Service Trays
4. Take Restaurant Reservation
5. Greet and seat guests and approach the table
6. Lift and Carry Trays, Bus Tubs, or Dish Racks, Serve Water
7. Take and Process Beverage Orders
8. Prepare and Serve Coffee, Hot Tea, Iced Tea, Hot Chocolate
9. Take Food Orders, Serve Bread & Butter and the Meal
10. Pick Up and Deliver the Room Service Order
11. Present and Settle the Guest Check
12. Retrieve Trays and Carts
13. Close Out the Guest Checks
14. Set Up and Serve Small Group Dinners and Receptions
15. Set Up and Serve Small Buffet Banquets
16. Maintain Room Service and Side Station
17. Clear and Clean Lounge Tables
18. Sweep, Mop, or Vacuum Floors
19. Use the Front Desk Computer System, Printers, Telephone System, Facsimile Machine
20. Organize the Front Desk and Prepare for Check-In
21. Prepare and Use an Arrivals List
22. Process Guest Check-In and Check-Out at the Desk

## KNOWLEDGE PROFICIENCY DETAILS

On successful completion of this course, trainee should be able to know about:

1. Explain why people travel, and identify internal (“push”) factors & external (“pull”) factors that influence their decisions to travel
2. Describe economic and other factors that affect international, national, and local travel and tourism
3. Identify entry-level, skilled-level, managerial-level positions in hospitality businesses and describe the kind of experience, training, and education generally required for those seeking entry-level positions
4. Illustrate the diversity of career opportunities available in food service
5. Describe the nature of hospitality and how it affects the careers available in the hospitality industry and franchising
6. Trace the origins of the European lodging industry and describe the roles of the grand tour, professional hoteliers, and early hotel schools
7. Characterize the transit, vacation, and grand hotel types that were produced in the first move toward “market segmentation” in Europe
8. Outline the history of U.S. hotels from the colonial period to the early 1960s, and identify developments that significantly affected the lodging industry
9. Identify characteristics that distinguish independent hotels from chain affiliated hotels
10. Classify the major technological advances that have significantly affected the lodging industry and the role of management companies in various segments of the food service industry
11. Describe the lodging industry as it exists in various locations around the world.
12. Express the size and scope of the lodging industry
13. Identify American hotel classifications and the primary market segments they attract
14. Describe European hotel market segments and hotel types
15. Explain the primary responsibilities of the major divisions and departments within a hotel
16. Describe the organization of European hotels and the primary responsibilities of the front office department

**SCHEME OF STUDIES**  
**Diploma in Hotel Operations**  
**(2 – Years Course)**

**(1st Year)**

<b>S. No.</b>	<b>Main Topic</b>	<b>Theory Hours</b>	<b>Practical Hours</b>	<b>Total Hours</b>	<b>Marks</b>
1	English (I)	66	0	66	100
2	Urdu (I)	66	0	66	100
3	Islamic Studies	66	0	66	50
4	The Lodging & Food Service Industry (I)	66	0	66	75
5	Food & Beverage Division	79	53	132	75
6	Rooms Division	79	53	132	75
7	Personality Development	40	26	66	50
8	Computer Fundamentals	40	26	66	100
9	Research Project (I)	40	26	66	100
	<b>Total</b>	<b>542</b>	<b>184</b>	<b>726</b>	<b>725</b>





	<ul style="list-style-type: none"> <li>4.2.1.1 The Origins of the Europe Lodging Industry</li> <li>4.2.1.2 The Early History of Hotels in US</li> <li>4.2.1.3 Independents and Chains</li> <li>4.2.1.4 Lodging industry development in 1960s</li> <li>4.2.1.5 American Resorts</li> <li>4.2.1.6 International Resorts</li> <li>4.2.1.7 The Early History of Caribbean Hotels</li> <li>4.2.2 The Globalization of the Lodging Industry <ul style="list-style-type: none"> <li>4.2.2.1 Franchising</li> <li>4.2.2.2 Lodging Industry Developments in 1970s</li> <li>4.2.2.3 Lodging in the Volatile 1980s and Beyond</li> <li>4.2.2.4 A view of Lodging industry around the World</li> </ul> </li> <li>4.2.3 The Organization and Structure of Lodging Operations <ul style="list-style-type: none"> <li>4.2.3.1 Size &amp; Scope of the Industry</li> <li>4.2.3.2 American Hotel Classifications</li> <li>4.2.3.3 European Hotel Market Segments and Hotel types</li> <li>4.2.3.4 Organization of American Hotels</li> <li>4.2.3.5 Organization of European Hotels</li> <li>4.2.3.6 The Importance of Cooperation</li> </ul> </li> <li>4.2.4 The Rooms Division <ul style="list-style-type: none"> <li>4.2.4.1 The Front Office Department</li> <li>4.2.4.2 The Reservations Department</li> <li>4.2.4.3 The Telecommunications Department</li> <li>4.2.4.4 The Uniformed Service Department</li> <li>4.2.4.5 The Housekeeping Department</li> </ul> </li> <li>4.3 The Food Service Industry <ul style="list-style-type: none"> <li>4.3.1 The Growth &amp; Development of Food Service</li> </ul> </li> </ul>	<p style="text-align: center;">4</p> <p style="text-align: center;">12</p> <p style="text-align: center;">8</p> <p style="text-align: center;">12</p>	
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	4.3.1.1 Food Service in America 4.3.1.2 Food Service in Europe 4.3.1.3 Modern Food Service in America 4.3.1.4 Modern Food Service in Europe 4.3.1.5 Franchising Development in Food Service 4.3.1.6 Management Companies in Institutional Food Service		
5.	<b>Food &amp; Beverage Division</b> 5.1 Restaurant Server 5.2 Room Service Attendant 5.3 Bartender 5.4 Bus person	18 18 18 25	10 10 25 08
6.	<b>Rooms Division</b> 6.1 Front Desk Representative 6.2 Reservationists 6.3 PBX Operator	24 30 25	13 18 22

7.	<b>Personality Development</b> <b>7.1 Part I</b> 7.1.1 Characteristics of Smart Sales Person 7.1.2 How to Talk 7.1.3 How to make person feel important 7.1.4 How to Agree & how to be agreeable 7.1.5 Presentation <b>7.2 Part II</b> 7.2.1 How to Listen 7.2.2 How to influence 7.2.3 How to make people mind 7.2.4 Presentation <b>7.3 Part III</b> 7.3.1 How to make people mood 7.3.2 How to Criticize & how to be Critique 7.3.3 How to Praise 7.3.4 How to thanks 7.3.5 Final Presentation	10          16          14	8          8          10
8	<b>Computer Fundamentals</b> 8.1 What is computer 8.2 Disk Operating System 8.3 Microsoft Windows XP 8.4 Typing Lesson 8.5 Microsoft Word 8.6 Ribbons 8.7 Short Cut Keys 8.8 Spread Sheet: Ms-Excel/2007 8.9 MS Power Point (Presentation Software) 8.10 Internet & Electronic Mail	5 4 4 2 6 2 2 6 5 4	1 1 2 2 6 1 1 6 4 2

9	<p><b>Research Project (I)</b></p> <p>9.1 Background And Justification For Selection Of The Topic</p> <p>9.1.1 Why this topic interests you?</p> <p>9.1.2 What is your academic background of choosing this topic and how you justify it?</p> <p>9.1.3 Which people will benefit from your research?</p> <p>9.1.4 Previous research related to your area of investigation.</p> <p>9.2. Statement Of Objectives And Hypothesis To Be Examined</p> <p>9.2.1 Write your Research / Hypothesis Questions</p> <p>9.2.2 What are the objectives of your hypothesis?</p> <p>9.2.3 What are the limitations of your hypothesis questions?</p> <p>9.3 Details Of Information/Data Collection Methods</p> <p>9.3.1 What are the types of your information/data collection?</p> <p>9.3.2 Why the above types of information/data collection are important in your research?</p> <p>9.4 Details Of Data Analysis Methods</p> <p>9.4.1 How you will analyze your data?</p> <p>9.5 Literature Review</p> <p>9.5.1 Critical review of Literature</p> <p>9.5.2 Theory on which studies based</p> <p>9.5.3 Identify problems, short-comings, or gaps in your research</p> <p>9.5.4 Future directions for research</p> <p>9.6 Timescale Of Completing The Thesis</p> <p>9.6.1 When will you decide your thesis title?</p> <p>9.6.2 When will you decide your thesis hypothesis?</p> <p>9.6.3 When will you get your data?</p> <p>9.6.4 When will you analyze your data?</p> <p>9.6.5 When you will write each Chapter of your thesis?</p> <p>9.7 Budget</p> <p>9.7.1 How much this research will cost you?</p> <p>9.8 Findings and recommendations/ conclusion</p> <p>9.8.1 Briefly outline the recommendations and the conclusion from the data analysis</p>	08	4
Total		542	184

# 2<sup>nd</sup> Year

## **SKILL PROFICIENCY DETAILS**

On successful completion of this course, trainee should be able to:

1. Set Up Function Rooms and Support Services for Functions
3. Handle Audiovisual Equipment for Functions
4. Process and Deliver Mail, Messages, Facsimiles, or Packages
5. Process Lost and Found Items
6. Get Guest Amenities and cleaning Supplies for Assigned Rooms
7. Get for Assigned Rooms
8. Keep Your Cart and Work Areas Organized
9. Enter the Guestroom
10. Prepare the Guest room for Cleaning
11. Begin to Clean the Bathroom
12. Clean the Tub, Shower Area, Toilet, Sink and Vanity and Bathroom Floor
13. Finish Cleaning the Bathroom
14. Clean the Guestroom Closet
15. Make the Bed
16. Clean Public Space in Unusual Environments or Circumstances
17. Clean Sidewalks and Parking Lot Areas
18. Clean Main Housekeeping Office and Storage Areas
19. Clean Employee Cafeteria and Break Areas
20. Clean Executive and Administration Offices
21. Sort Linens and Uniforms
22. Clean and Maintain Work Areas

## KNOWLEDGE PROFICIENCY DETAILS

On successful completion of this course, trainee should be able to:

1. Describe the composition and size of the food service industry, and differentiate commercial from institutional and military food service operations.
2. Discuss the development of food service in hotels and identify the functions of the five primary departments of a large hotel food and beverage division.
3. Contrast the organizational structures of large and small restaurants.
4. Identify features of an effective food and beverage control system
5. Describe the general role of the engineering and maintenance division in hospitality operations
6. Identify engineering's responsibilities in relation to electrical, plumbing, HVAC, refrigeration, and life safety systems
7. Explain the role of the engineering and maintenance division in relation to general and preventive maintenance programs and renovation projects.
8. Clarify the role of the engineering and maintenance division in relation to water management
9. Explain the role of the engineering and maintenance division in relation to energy management and other conservation practices.
10. Define the terms marketing, market, market segment, market mix, and marketing strategy, and discuss the importance of marketing to hospitality businesses
11. Describe the business of selling hospitality products and services, discuss the similarities between marketing hotels and airlines, and differentiate between internal selling and personal selling
12. Identify the advantages and disadvantages of major advertising media used by hospitality companies
13. Explain the purpose of special promotions, and differentiate between publicity and public relations

14. Define accounting, identify who manages the accounting system, distinguish internal users from external users of information provided by the accounting division, and describe automated accounting systems.
15. Identify the nature and typical responsibilities of a purchasing department
16. Illustrate the human resources division's responsibilities in relation to recruiting and selection processes
17. Explain the role of the human resources division in employee relations, relocation, discipline, termination, and evaluation, and in recordkeeping and quality assurance
18. Identify people who have played very important roles in the history and development of the modern lodging and food service industry.



**SCHEME OF STUDIES**  
**Diploma in Hotel Operations**  
**(2 – Years Course)**

**(2<sup>nd</sup> Year)**

<b>Sr.No.</b>	<b>Main Topic</b>	<b>Theory Hours</b>	<b>Practical Hours</b>	<b>Total Hours</b>	<b>Marks</b>
1	English (II)	66	0	66	100
2	Urdu (II)	66	0	66	100
3	Pak Study	66	0	66	50
4	The Lodging & Food Service Industry (II)	66	0	66	75
5	Food & Beverage Division	79	53	132	75
6	Rooms Division	79	53	132	75
7	Research Project (II)	40	26	66	100
<b>Total</b>		<b>462</b>	<b>132</b>	<b>594</b>	<b>575</b>

**DETAIL OF COURSE CONTENTS**  
**Diploma in Hotel Operations (DHO)**  
**(2-Year Course)**

Sr. No.	Detail of Topics	Theory Hours	Practical Hours
1.	<b>English (II)</b> 1.1 The detail course outline of the subject of English will be the same as of the Board of Intermediate and Secondary Education	66	0
2.	<b>Urdu (II)</b> 2.1 The detail course outline of the subject of Urdu will be the same as of the Board of Intermediate and Secondary Education	66	0
3.	<b>Pak Studies</b> 3.1 The detail course outline of the subject of Pak Studies will be the same as of the Board of Intermediate and Secondary Education	66	0
4.	<b>The Lodging &amp; Food Service Industry II</b> 4.3.2 The Organization and Structure of the Food Service Industry 4.3.2.1 Composition and Size of Food Service Industry 4.3.2.2 The Organization of Hotel and Restaurant Food Services 4.3.3 The Management and Operation of Food Service 4.3.3.1 The Role of Hotel Food & Beverage Division 4.3.3.2 Misconceptions about Food Service 4.3.3.3 A Recipe for Success in Food Service	7      8	

<ul style="list-style-type: none"> <li>4.3.3.4 Food Service Subsystem</li> <li>4.3.3.5 The Beverage Department</li> <li>4.3.3.6 Food &amp; Beverage Control</li> </ul>		
<ul style="list-style-type: none"> <li>4.4 Functional Areas in Hospitality Operations</li> <li>4.4.1 The Engineering and Maintenance Division</li> <li>4.4.1.1 The changing Nature of Engineering</li> <li>4.4.1.2 The Work of the Engineering Division</li> <li>4.4.1.3 Energy Management</li> </ul>	12	
<ul style="list-style-type: none"> <li>4.4.2 The Marketing &amp; Sales Division</li> <li>4.4.2.1 The Modern Market Emphasis</li> <li>4.4.2.2 Product and Service Marketing: The sale of Hospitality</li> <li>4.4.2.3 Planning for Guest Needs</li> <li>4.4.2.4 The Marketing planning Process</li> <li>4.4.2.5 The Organization of Marketing and Sales Division</li> <li>4.4.2.6 Hotels and Airlines : Birds of a Feather</li> <li>4.4.2.7 The Business of Selling</li> <li>4.4.2.8 Star and other Rating System</li> <li>4.4.2.9 Advertising, Special Promotion, Public Relation</li> </ul>	10	
<ul style="list-style-type: none"> <li>4.4.3 The Accounting Division</li> <li>4.4.3.1 What is Accounting?</li> <li>4.4.3.2 Accounting Principles and Practices</li> <li>4.4.3.3 Accounting Tools</li> <li>4.4.3.4 Managerial Accounting</li> <li>4.4.3.5 Routine Activities of the Accounting Division</li> <li>4.4.3.6 Purchasing</li> </ul>	10	
<ul style="list-style-type: none"> <li>4.4.4 The Human Resources Division</li> </ul>	8	

	<p>4.4.4.1 The Mission of Human Resource Division</p> <p>4.4.4.2 Hiring the Best Employee</p> <p>4.4.4.3 Retaining Employees</p> <p>4.4.4.4 Creating the Climate for Productivity</p> <p>4.4.4.5 Recordkeeping</p> <p>4.4.4.6 Quality Assurance Programs</p> <p>4.4.4.7 Human Resources Globally</p> <p>The Security Division</p> <p>4.4.4.8 Security : A Continuous Concern</p> <p>4.4.4.9 Physical Security</p> <p>4.4.4.10 Employees Practice &amp; Procedure</p> <p>4.4.4.11 The Guest's Role</p> <p>4.4.4.12 Administrative Controls</p> <p>4.4.4.13 Safety</p> <p>4.5 Conclusion</p> <p>4.5.1 The Hotel Hall of Fame</p> <p>4.5.1.1 The Hotel Hall of Fame</p> <p>4.5.1.2 Honoring Food Service Leaders and Legends</p>	8	
5.	<p><b>Food &amp; Beverage Division</b></p> <p>5.1 Cocktail Server</p> <p>5.2 Banquet Set up Employee</p> <p>5.3 Banquet Server</p>	20 31 28	14 21 18
6.	<p><b>Rooms Division</b></p> <p>6.1 Bell Attendant</p> <p>6.2 Room Attendant</p> <p>6.3 Public Space Cleaner</p> <p>6.4 Laundry Attendant</p>	15 22 20 22	12 20 11 10
7.	<p><b>Research Project (II)</b></p> <p>7.1 Background And Justification For Selection Of The Topic</p>	6	2

7.1.1 Why this topic interests you?		
7.1.2 What is your academic background of choosing this topic and how you justify it?	2	3
7.1.3 Which people will benefit from your research?		
7.1.4 Previous research related to your area of investigation.		
7.2. Statement Of Objectives And Hypothesis To Be Examined		
7.2.1 Write your Research / Hypothesis Questions		
7.2.2 What are the objectives of your hypothesis?		
7.2.3 What are the limitations of your hypothesis questions?	2	4
7.3 Details Of Information/Data Collection Methods		
7.3.1 What are the types of your information/data collection?		
7.3.2 Why the above types of information/data collection are important in your research?		
7.4 Details Of Data Analysis Methods	6	4
7.4.1 How you will analyze your data?		
7.5 Literature Review		
7.5.1 Critical review of Literature	6	4
7.5.2 Theory on which studies based		
7.5.3 Identify problems, short-comings, or gaps in your research	8	2
7.5.4 Future directions for research		
7.6 Timescale Of Completing The Thesis		
7.6.1 When will you decide your thesis title?		
7.6.2 When will you decide your thesis hypothesis?		
7.6.3 When will you get your data?	5	2
7.6.4 When will you analyze your data?		
7.6.5 When you will write each Chapter of your thesis?	5	1
7.7 Budget		
7.7.1 How much this research will cost you?		
7.8 Findings and recommendations/ conclusion		
7.8.1 Briefly outline the recommendations and the conclusion from the data analysis		3
		1
<b>Total</b>	<b>462</b>	<b>132</b>

**LIST OF TOOLS AND EQUIPMENT  
(FOR CLASS OF 25 Students)**

<b>Name of Trade</b>	<b>Diploma in Hotel Operations</b>
<b>Duration of Course</b>	<b>2 years</b>

<b>Sr. No.</b>	<b>Tools/Equipment</b>	<b>Specifications</b>	<b>Quantity/No.</b>
1	Computer (40 GB Hard 256 Ram & 2.8 Mega Hertz Processor)	P 4	25
2	Mock Room for Housekeeping training	As per Hotel Room	1
3	Front Office for training	As per Hotel Front office	
4	Training Restaurant	50 seats	1
5	Internet Connection	1 MB speed with DSL connection	1

## EMPLOYABILITY OF PASS-OUTS

The pass outs of this course may find job / employment in the following areas / sectors:

-

1. Hotels.
2. Motels.
3. Resorts.
4. Restaurants.
5. Fast Food Chains.
6. Airlines.
7. Tourism Org.
8. Caterers.
9. Parks.
10. Cruise Ships.
11. Bars.
12. Casinos.
13. Multinational Companies.
14. Clubs.
15. Food & Beverage Org.
16. Any food production unit.

## MINIMUM QUALIFICATION OF INSTRUCTOR

### **Qualification:**

Higher Diploma in Hotel Management

Foreign Certification as instructor

### **Industry Experience:**

Three years experience of working in the hotel industry

### **Teaching Experience:**

Three years

## REFERENCE BOOKS

Sr. No.	Name of Book	Author Name
1	The Lodging and Food Service Industry	GERALD W. LATTIN
2	Hospitality Today: An Introduction	ROCCO M. ANGELO ADREW NVLANDIMIR
3	Managing Front Office Operations	MICHEAL. L. KASVANA RICHARD M. BROOKS
4	Managing Housekeeping Operations	ALETA A. NITSCHKE WILLIAM D. FRYE
5	Hospitality Facilities Management and Design	DAVID M. STIPANUK
6	Security and Loss Prevention Management	RAYMOND C. ELLIS DAVID M. STIPANUK
7	Managing Technology in the Hospitality Industry	MICHAEL L. KASAVANA JOHN J. CAHILL
8	Management of Food and Beverage Operations	JACK D. NINEMEIER
9	Food Safety: Managing the HACCP Process	RONALD F. CICHY
10	Managing Beverage Service	LENDAL H. KOTSCHVAR RONALD F. CICHY
11	Managing Service in Food and Beverage Operations	RONALD F. CICHY PHILIP J. HICKEY
12	Purchasing for Food Services Operations	WILLIAM B. VIRTIS
13	Managing Bar and Beverage Operations	LENDAL H. KOTSCHVAR MARY L. TANKE



14	Planning and Control for Food and Beverage Operations	JACK D. NINEMEIER
15	Hospitality Industry Financial Accounting	RAYMOND S. SCHMIDGALL JAMES W. DAMITIO
16	Basic Hotel and Restaurant Accounting	RAYMOND COTE
17	Accounting for Hospitality Managers	RAYMOND COTE
18	Hospitality Industry Managerial Accounting	RAYMOND S. SCHMIDGALL
19	Marketing in the Hospitality Industry	RONALD A. NYKIEL
20	Fundamentals of Destination Management & Marketing	RICH HARRILL
21	Hospitality and Tourism Marketing	WILLIAM LAZER
22	Hospitality Sales and Marketing	JAMES R. ABBEY
23	Convention Management and Service	MILTON T. ASTROFF JAMES R. ABBEY
24	Supervision in the Hospitality Industry	RAPHAEL R. KAVANAUGH JACK D. NINEMEIER
25	Training and Development for the Hospitality Industry	DEBRA F. CANNON CATHERINE M. EUSTAFSON
26	Managing Hospitality Human Resources	ROBERT H. WOODS
27	International Human Resource Management in the Hospitality Industry	SYBIL M. HOFMANN COLIN HOHNSON MICEAL M. LEFEVER
28	Leadership and Management in the Hospitality Industry	ROBERT H. WOODS JUDYZ. KING

29	Understanding Hospitality Law	JACK P. JEFFERIES BANKS BROWN
30	International Hotels: Development and Management	CHUCK YIMEREE
31	Retail Management for Spas	BRIDGETTE REDMAN ELIZABETH JOHNSON
32	Contemporary Club Management	JOE PERDUE
33	Accounting for Club Operations	RAYMOND S. SCHMIDGALL JAMES W. DAMITIO
34	Resort Development and Management	CHUCK Y. GEE
35	International Hotels: Development and Management	CHUCK Y. GEE
36	Marketing in the Hospitality Industry	RONALD A. NYKIEL

# ASSESSMENT & PROMOTION RULES 2011 FOR DIPLOMA IN HOTEL OPERATIONS (DHO)

## 1

### Definitions

<b>Boards:</b>	Means the Boards of Technical Education in Punjab.
<b>Institutions:</b>	Means an Institutes Affiliated with the Boards offering DHO.
<b>Principal:</b>	Means the Head of Institution affiliated with the Boards.
<b>Course:</b>	Means the subject comprising theory and practical components or any one of them prescribed in the scheme of studies of DHO.
<b>Scheme of Studies:</b>	Means a table for DHO showing the number of courses, their names, the number of hours allocated per week to theory and practical and marks assigned thereto.
<b>Theory:</b>	Means that part of a course, which is based on cognitive abilities.
<b>Practical:</b>	Means that part of course which falls under practical domain and involves all activities carried out in the Kitchen, Hotel/Restaurant etc.

## 2 General

### 2.1 Examination

**2.1.1** The Diploma in Hotel Operations, under the administrative control of the Board of Technical Education, will be conducted Part Wise. The 1<sup>st</sup> & 2<sup>nd</sup> Year will be called as DHO Part-I and DHO Part-II respectively.

**2.1.2** Under the Part System Examination of DHO of certain subjects will be called as paper-I and paper-II.

**2.1.3** The DHO Part-I & Part-II examination will be held twice a year on annual basis on such dates and such places as determined by the Board from time to time and will be opened to those candidates who are eligible to appear in these examination under the Board's promotion rules. The two examinations will be termed as annual and supplementary examination respectively.

**2.1.4** The examination of Islamic Studies will be conducted in DHO Part-I and that of Pakistan Studies in DHO Part-II.

### **2.1.5 Eligibility**

#### **(A). Regular Students**

DHO Part-I examination shall be opened to a candidate who:

(i). Has passed Secondary School Certificate examination of a Board of Intermediate and Secondary Education in Pakistan, at least in “E” Grade, (Overall) having no “F” in the compulsory subject, and he / she has to pass the subjects having “F” in the supplementary examination otherwise his / her admission will be cancelled.

OR

Any other examination recognized as equivalent to the aforesaid examination.

- (ii). Has been enrolled in an institute recognized by Boards of Technical Education, during an academic year preceding examination.
- (iii). Has his / her name submitted, on the prescribed form to the Controller of Examination, by the Head of Institution he / she has most recently attended, and properly registered with the B.T.E.
- (iv). Has submitted his / her admission form along with the prescribed fee to the Board by the date fixed by the Board / Chairman.
- (v). Has paid late fee, as prescribed by the Board, if his / her admission forms or fee or both are received in the Board’s Office after the last date fixed by the Board for the submission of admission form and fee.
- (vi). Has been registered to the Board, in the manner laid down, has submitted his / her prescribed examination form complete in all respect with the prescribed fee to the Board by dates as fixed for the purpose and in a manner prescribed by the Board. Such candidates has affixed on his / her admission form, requisite attested copies of his / her recent photograph duly attested by the Principal.

(vii). Produced the following certificates, signed by the Head of Institution he / she has most recently attended:

- a) Of good character
- b) Of having satisfactorily performed the work of the class throughout the academic year preceding the examination.
- c) Of having attended not less than:
  - I. 80% of the full course of prescribed lectures in each of the subject, which he / she has taken up for study.
  - II. 80 % of periods assigned to practical work in a subject having practical.

(viii). If a student of DHO Part-I is rusticated from the institute / college due to some penalty will be ineligible to appear in the B.T.E Examination during the period.

### **3 Assessment Rules**

**3.1** Total marks in DHO Part-I will be 725 and DHO Part-II will also be 575.

**3.2** For passing DHO Part-I and Part-II, it will be compulsory to secure a total of 40% Marks in both Theory and Practical as a cumulative / total percentage.

**3.3** To qualify a subject it will be compulsory to pass both theory and practical paper, if any, separately. A candidate failing in any paper i.e. theory or practical will be considered fail in that subject.

#### **(B). Late Students**

- i. DHO examination shall also be opened to ex-students provided they have completed two years course as regular student in an affiliated Institution.
- ii. Every late-student as a candidate shall submit his / her application for admission to examination on the prescribed form, complete in all

respect, and remit the prescribed fee to the Board by the date fixed by the Chairman.

- iii. The candidates shall have to pay late fee, as prescribed by the Board, if their admission forms or fees or both are received in the Board's Office after the last date fixed by the Board for the submission of admission form and fee.
- iv. Every late-student / candidate having been registered with the Board, in the manner laid down, shall submit his / her application for admission to the examination on the prescribed form, complete in all dates as fixed for the purpose and in a manner prescribed by the Board. Such candidate shall submit along with application form for examination the requisite attested copies of recent photograph duly attested by the Principal.

### **3.4 Absence from Examination**

Absence for whatsoever reason from the examination as a whole or a part thereof will be considered as a failure in the examination or the relevant course or courses.

## **4 Promotion Rules:**

A student will be promoted to the next higher class if he / she passes all the prescribed courses of his / her class.

DHO Part-II examination shall be opened to a candidate who:

- 4.1** Has passed at least 3 subjects in DHO Part-I examination in appropriate group of subjects.
- 4.2** Has been enrolled in a recognized Institute during the Academic year preceding the examination.
- 4.3** Has his / her name submitted to the Controller of examinations by the head of the Institution he / she has most recently attended.
- 4.4** Has paid late fee as prescribed by the Board, if his / her admission forms or fees or both are received in the Board's office after the last date fixed by the Board for the submission of Admission form and fee.

**4.5** Has been registered with the Board in the manner laid down, has submitted his / her application for admission to the controller of examinations on the prescribed form, complete in all respect, with the prescribed fee to the Board by the dates fixed for the purpose and in a manner prescribed by the Board. Such candidate has submitted along with application for examination requisite no. of attested copies of his recent photograph duly attested by the Principal.

**4.6** Produces the following Certificates signed by the head of the institution he / she has most recently attended:-

- i. Of good character.
- ii. Of having satisfactory performed the work of the class throughout the academic year preceding the examination.
- iii. Of having attended not less than:
  - 80% of the full course of lectures prescribed in each of the subjects, which he / she have taken up for study.
  - 80% of periods assigned to practical work in a subject having practical.

**4.7** For compartment student of DHO Part-I who has been admitted as a regular student in DHO Part-II, if Principal is not satisfied with his / her academic performance during the year, may send to the Board, his / her admission fee and form as a late college student.

**4.8** If a student of DHO Part-II is rusticated from the college due to some penalty, will be ineligible to appear in the BTE examination during the period.

**5 After** the examination of DHO Part-I the candidate will be issued only result intimation letter and no pass certificate will be issued in any case.

**6 Pass** Diploma will be issued after passing both Part-I and Part-II examination.

**7 Pass / Fail** students in DHO Part-I examination will not be re-admitted in any institution in the same course.

## **8 Maximum Numbers of Chances:**

### **8.1 Full Course**

To qualify for the award of the Diploma a candidate must pass securing at least 40% marks in all subjects.

### **8.2 Re-Appearence (Full Course)**

A candidate failing in one or more subjects shall be allowed to appear in those subjects only in a maximum three subsequent consecutive examination (Annual / Supplementary).

**8.3** In case he / she fail to pass all the subjects in three consecutive examinations, he / she will reappear in full course.

**8.4** The candidate failing in more than four subjects in DHO Part-I examination will not be promoted to DHO Part-II. He / she will be allowed to appear as a private candidate in the failing subjects in the forthcoming three consecutive examinations. If he / she do not pass the failing subjects in these three consecutive examinations, he / she have to reappear as a whole.

## **9 General Rules:**

**9.1** Lectures / periods shall be counted from the beginning of the academic session up to 15 days preceding the commencement of the examination.

**9.2** If a candidate's lectures / periods up to the date of submission of examination admission form fall short of the required percentage, the Head of the Institute may provisionally send up his / her examination admission form to the Controller of examinations.

**9.3** In DHO Part-II, the candidate suffering from shortage of attendance will have to make up his / her shortage by joining classes with the newly promoted students of DHO Part-II before the commencement of the supplementary examination.

**9.4** If a candidate is not short of the required percentage of lectures / periods at



the time of submission of examination admission form but subsequently falls short of such percentage, the Head of Institute shall report his / her name to the Controller of Examination at least 10 days before the commencement of the examination for the cancellation of his / her candidature.

**9.5** Lectures / periods of failed candidates shall be counted from the 10th day of the re-opening of the Institute or the date of his rejoining an institute whichever is earlier up to the 15th day before the commencement of examination.

**9.6** A candidate who has passed the DHO Part-II examination is allowed to appear at any subsequent examination by payment of the prescribed fee in a subject or subjects not offered / passed by him / her previously. Such a candidate on obtaining pass marks in a subject or subjects shall be granted a certificate to that effect.

## **10 Award of Diploma:**

A candidate who has qualified Diploma in Hotel Operations shall be placed in one of the following grades:

<b>Sr. No.</b>	<b>Marks</b>	<b>Grade</b>
1.	80% or Above	A+ Excellent
2.	70% & Below 80%	A V-Good
3.	60% & Below 70%	B Good
	50% & Below 60%	C Fair

4.		
5.	40% & Below 50%	D Satisfactory
6.	Honors in individual subject	80% or more marks

## 11 Assessment Rules of Institutional Examination

**11.1** The institution will conduct one set up examination of the First and Second Year classes respectively at the end of each session.

**11.2** The Student has to appear in all the theory subjects of his / her course and to show satisfactory performance.

## 12 Attendance Rules

**12.1** A candidate must have completed overall 80% of attendance in order to be eligible to appear in the examination. The Principal of the Institution can condone up to 10% attendance.

**12.2** If a candidate is short of the required percentage of attendance at the time of submission of admission form and fee to the Board but it is likely to make up the shortage in due course of time, the Head of Institute / College may send up his / her admission form and fee provisionally to the Board subject to confirmation when the candidate actually makes up the shortage. In case the candidate is unable to make up the shortage, the Principal of Institution shall withdraw his candidature from the Controller of Examination not later than the 15th day before the commencement of examination.

**12.3** No examination form or fee shall be accepted unless it is routed

through the Principal concerned.

**12.4** Attendance shall be counted on the basis of total number of contact hours, theory and practical, for prescribed lectures during an academic session.

**12.5** If a candidate is officially sent to take part in some co-curricular activities, his / her percentage of attendance will be counted on the basis of a total attendance including the lesson / practical missed during the authorized absence.

**12.6** The detailed record of attendance shall be maintained by the institution and produce for inspection to the Board or an inspection team of senior officers as and when required.

**12.7** In Part-I of DHO the candidates who suffer from the shortage of attendance will be eligible to appear in annual examination with the Part-II students only after their respective Principals certify the making up of their shortage.

**12.8** In Part-II of DHO the candidates suffering from shortage of attendance will have to make up their shortage by joining classes with the newly promoted students of DHO Part-II, before the commencement of the supplementary examination.

### **13 Improvements of Division / Grade**

The students of Diploma of Hotel Operations (DHO) who intends to improve his / her grade / marks are allowed to re-appear in up to two subjects of DHO (Part-I, Part-II), only once chance, within the period of one year of declaration of result w.e.f. of the upcoming session.

### **14 Grace Marks**

5% marks of the total marks of theory paper shall be admissible as grace marks for each term examination.

## **15 Migrations**

**15.1** Migration from one affiliated institute to another affiliated institute (Govt. / Private), where DHO courses are being run, is allowed provided he / she fulfills the Migration criteria of the Board.

**15.2** After passing DHO Part-I examination candidate may be allowed to appear in the DHO Part-II examination of another Board according to the prescribed course-outline, rules and regulations of that Board.

**16** For improvement of Grade / Marks a candidate will have to appear as a whole only in the same Board from where he / she had taken his / her earlier diploma within one year.