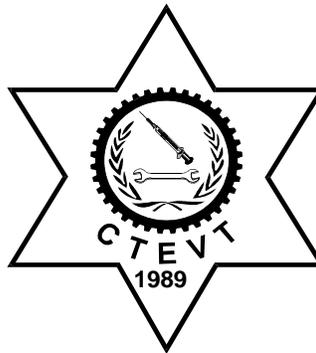


**CURRICULUM**

**Diploma in**

**Hospitality Management**

**(Three year-six semester system)**  
**(Apprenticeship programme)**



**Council for Technical Education and Vocational Training**  
**Curriculum Development Division**  
**Sanothimi, Bhaktapur**  
**2024**



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**Council for Technical Education and Vocational Education (CEVT)  
Sanothimi, Bhaktapur, Nepal**

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## **Introduction**

The hospitality industry is a vital component of the travel and tourism sector, one of the largest industries worldwide. The industry is diverse and cosmopolitan, extending around the world. The largest market within travel and tourism is the hotels market, which is projected to offer a large number of employment opportunities across the globe. This industry is divided into two key segments: accommodation, which includes modern establishments like hotels, motels, resorts, lodges, and cruise ships that often provide a full range of guest services; and catering services, which encompass operations from fast food to restaurants, cafes, institutional feeding, and airline catering. In this context, the Diploma in Hospitality Management course aims to prepare a knowledgeable and skilled workforce for these establishments while encouraging entrepreneurship in the hospitality sector.

The curriculum for the Diploma in Hospitality Management is designed for apprentices aspiring to pursue a career in the hospitality sector. In this program, apprentices will learn basic knowledge and skills in technology-related courses and other core subjects at technical institutes, while the remaining knowledge and skills of the curriculum will be acquired through practical experience in the hospitality industry and business settings. Additionally, the attitude of an apprentice is a crucial aspect of learning, alongside knowledge and skills, for achieving occupational competencies. The training provided by technical institutes will be closely linked with the hospitality industry and business, enriching the entire educational process of the curriculum. The hospitality industry and business will serve as practice venues, allowing apprentices to learn through real-world work experiences in actual companies or industries. A tripartite agreement for training, involving apprentices, sponsoring industries, and the training institute, will be implemented as part of the curriculum.

The rationale behind designing this curriculum is to help apprentices acquire competencies through hands-on practice and real-world work experiences. This exposure to the hospitality sector and business allows them to learn about modern tools, machines, and processes. It provides them with the insight and attitudes needed to combine creativity, knowledge, and tools to turn ideas into reality. Furthermore, after certification, such graduates can provide quality services, particularly in the hospitality sector.

The Diploma in Hospitality Management program has a duration of three years, with each year divided into two semesters, totalling six semesters over the three years. The first year (1st semester) and the third year (6th semester) courses are institute-based, while all other semesters are industry-institute based. The curriculum is designed to fulfill the requirements for a pre-diploma after the completion of the 4th semester, but upon completing the 6th semester, students will be eligible for diploma-level certification. Additionally, the curriculum aims to allow skill certification as per the provisions endorsed by the National Vocational Qualification Framework (NVQF) or the National Skill Testing Board (NSTB).

This curriculum will be implemented as an apprenticeship model of learning, focusing on practical exposure in various areas as required. In every subject or course, theoretical content will be delivered and explained, followed by demonstrations performed by instructors. Apprentices will then be asked to practice independently through do-it-yourself/hands-on practice to internalize what they have learned in the institutes and related industries.

This curriculum will be implemented based on the Apprenticeship Training Operation Working Procedures, 2075 B.S. (with amendments).

### **Course Title**

Diploma in Hospitality Management (Apprenticeship Programme).

### **Aim**

To produce mid-level technical human resources required for the hospitality sector.

### **Objectives**

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

- a. Apply professional knowledge and skills in the respective field of hospitality.
- b. Develop positive attitudes towards the trade, demonstrating greater initiative and self-confidence in handling operations.
- c. Apply critical thinking for problem-solving and decision-making during service procedures.
- d. Understand organizational structure and function, and utilize this knowledge in various outlets of the hotel and catering industries.
- e. Follow the quality standards set by the organization to ensure the quality of services offered to customers.
- f. Become successful entrepreneurs in small-sized enterprises.

### **Target Group**

The target group for this curricular program includes all interested individuals with an academic qualification of SLC/SEE pass or equivalent or Technical SLC/SEE (TSLC/Pre-diploma) in a related subject.

### **Target Location**

The target location will be all over Nepal.

### **Group Size**

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

## **Entry Criteria**

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

## **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. A year consists of two semester with a six months each. Moreover, one semester consists of 19 academic weeks including evaluation period. Actual teaching-learning hours will be not less than 15 weeks in each semester.

## **Pattern of Attendance**

Minimum of 90% attendance in each subject is required to appear in the respective final examination.

## **Teacher/Instructor and Student Ratio**

1. For theory: Based on the nature of the course
2. For practical/demonstration: 1:10
3. At least 75% of the instructors must be full-time.

## **Qualification of Teachers and Instructors**

- Teachers must hold a master's degree in the relevant field.
- Instructors must hold a bachelor's degree in the relevant field.
- In-company trainers must have training experience in pedagogical skills and knowledge, along with a minimum of 3 years of supervisory-level work experience in the hospitality sector.

## **Instructional Media and Materials**

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

- Printed media and materials (e.g., assignment sheets, case studies, handouts, information sheets, individual training packets, procedure sheets, performance check lists, textbooks)

- Non-projected media and materials (e.g., displays, flip charts, posters, writing board)
- Projected media materials (e.g., opaque projections, overhead transparencies, slides)
- Audio-visual materials (e.g., audiotapes, films, slide-tape programs, videodiscs, videotapes)
- Computer-based instructional materials (e.g., computer-based training, interactive videos)
- Food commodities, kitchen tools and equipment

### **Teaching Learning Methodologies**

The teaching methods for this curriculum will combine various approaches, including illustrated lectures, tutorials, group discussions, demonstrations, simulations, guided practice, practical experiences, fieldwork, internships, report writing, term paper presentations, tutoring, role-playing, heuristic methods, and other independent learning strategies.

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

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

### **Modes of Education**

There will be both inductive and deductive modes of education.

### **Examination and Marking Scheme**

#### **a. Internal Assessment**

- A transparent evaluation system will be in place for each subject, covering both theory and practical exposure.
- Each subject will have internal assessment at regular intervals, and students must receive feedback on their performance.
- The weightage of marks will be 20% for theory and 60% for practical tasks.
- Evaluators will develop and apply a continuous assessment format to evaluate students' performance in subjects having practical tasks.

#### **b. Final Examination**

- The weightage of marks will be 80% for theory and 40% for practical tasks.
- 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 will be allowed to take the final examination only after completing the internal assessment requirements.

### **c. Requirement for Final Practical Examination**

- Hotel manager/chef/relevant subject teacher and in-company trainer must evaluate final practical examinations.
- One evaluator, in one setting, can evaluate no more than 20 students in a day.
- The practical examination should be administered in an actual setting related to the subject, with a maximum of one internal evaluator from the concerned institute, led by an external evaluator nominated by CTEVT.
- The provision of re-examination will be as per the CTEVT policy.

### **d. Pass Marks**

- Students must secure a minimum of 40% marks in both theory and practical components. Additionally, students must achieve at least 40% in the internal assessment and 40% in the semester final examination of each subject to pass.

### **Block Release**

Block release of the respective semester will take place at the institute, allowing apprentices to acquire and refine theoretical knowledge and skills that are difficult to develop during their time at the industry-institute practice.

### **Provision for Retake Exams**

Provision will be made for retake examinations (back papers) as per the rules of the office of the controller of examination. However, students are required to pass all subjects across all six semesters within six years from the date of enrollment.

### **Disciplinary and Ethical Requirements**

- Intoxication, insubordination, or rudeness towards peers will result in immediate suspension, followed by a review by the Polytechnic's disciplinary review committee.
- Dishonesty in academic or practical activities will lead to immediate suspension, followed by an administrative review and possible expulsion.
- Illicit drug use, carrying weapons on Polytechnic premises, or making threats or assaults against peers, faculty, or staff will result in immediate suspension, followed by an administrative review and possible expulsion.

### **Grading System**

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

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

## Certificate Awarded

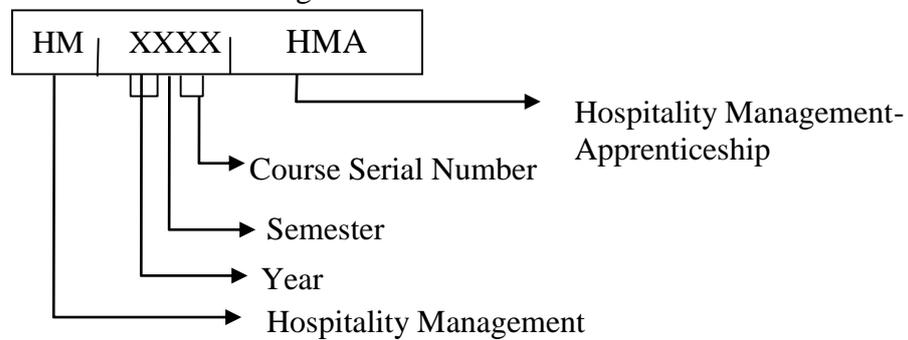
Council for Technical Education and Vocational Training (CTEVT) will award the certificate of “**Diploma in Hospitality Management (Apprenticeship Programme)**” to those students who have successfully completed all the requirements as prescribed by the curriculum.

## Career Path

Graduates will be qualified for positions of supervisor equivalent to non-gazetted 1st class/level 5 (technical) roles, such as cook, waiter, receptionist, or room maid, or as defined by the Public Service Commission (PSC) of Nepal or the relevant authorities in the hospitality industry.

## Subject Code:

Each subject is coded with a unique number preceded and followed by certain letters as mentioned in following chart:



## Course Structure

### Diploma in Hospitality Management (Apprenticeship Programme)

S.N		Subjects	Nature	hrs./week				Total hrs.			
				Cr. hrs.	Th	Pr	Br	Total	Th	Pr	Total
<b>1<sup>st</sup> Sem.</b>	<b>Subject Code</b>	<b>Institute-based training 6 days/week for 6 months (15 academic weeks @ 40 hrs./week)</b>									
1.	HM1101HMA	Communication Skills (English)	T+P	3	2	2	-	4	30	30	60
2.	HM1102HMA	Occupational Safety, Hygiene and Nutrition	T+P	4	2	4	-	6	30	60	90
3.	HM1103HMA	Basic Accounting	T+P	4	2	4	-	6	30	60	90
4.	HM1104HMA	Principles of Management	T+P	4	2	4	-	6	30	60	90
5.	HM1105HMA	Introduction to Hospitality & Tourism Industry	T	2	2	-	-	2	30	0	30
6.	HM1106HMA	Accommodation and Facilities Operation (ACF)- I	T+P	5	3	4	-	7	45	60	105
7.	HM1107HMA	Food and Beverage Production and Service Operation (FBPS) -I	T+P	5	3	4	-	7	45	60	105
		<b>Total</b>		<b>27</b>	<b>16</b>	<b>22</b>		<b>38</b>	<b>240</b>	<b>330</b>	<b>570</b>

**Diploma in Hospitality Management (Apprenticeship Programme)**

S.N		Subjects	Nature	hrs./week				Total hrs.			
				Cr. hrs.	Th	Pr	Br	Total	Th	Pr	Total
<b>2<sup>nd</sup> Sem.</b>	<b>Subject Code</b>	<b>Industry-cum-institute-based training ( 5:1 day/week for 15 weeks @ 40 hrs./week)</b>									
1.	HM1201HMA	Accommodation and Facilities Operation (ACF) - II	T+P	10	3	14	-	17	45	210	255
2.	HM1202HMA	Food and Beverage Production and Service Operation (FBPS) -II	T+P	10	3	14	-	17	45	210	255
3.		Block Release		-	-		6	6		90	90
		<b>Total</b>		<b>20</b>	<b>6</b>	<b>18</b>	<b>6</b>	<b>40</b>	<b>90</b>	<b>510</b>	<b>600</b>

**Diploma in Hospitality Management (Apprenticeship Programme)**

S.N		Subjects	Nature	hrs./week				Total hrs.			
				Cr. hrs.	Th	Pr	Br	Total	Th	Pr	Total
<b>3rd Sem.</b>	<b>Subject Code</b>	<b>Industry-cum-institute-based training ( 5:1 day/week for 15 weeks @ 40 hrs./week)</b>									
1.	HM2101HMA	Beverage Operation (Bar and Barista)	T+P	10	2	15	-	17	30	225	255
2.	HM2102HMA	Bakery and Confectionaries	T+P	10	2	15	-	17	30	225	255
3.		Block Release	P	-	-	-	6	6	-	90	90
		<b>Total</b>		<b>20</b>	<b>4</b>	<b>30</b>	<b>6</b>	<b>40</b>	<b>60</b>	<b>540</b>	<b>600</b>

**Diploma in Hospitality Management (Apprenticeship Programme)**

S.N		Subjects	Nature	hrs./week				Total hrs.			
				Cr. hrs.	Th	Pr	Br	Total	Th	Pr	Total
<b>4<sup>th</sup> Sem.</b>	<b>Subject Code</b>	<b>Industry-cum-institute-based training ( 5:1 day/week for 15 weeks @ 40 hrs./week)</b>									
1.	HM2201HMA	Hospitality Marketing and Sales	T+P	6	2	8	-	10	30	120	150
2.	HM2202HMA	Entrepreneurship Development	T +P	2	1	2	-	3	15	30	45
3.	HM2203HMA	Computer Application	T+P	2	1	2	-	3	15	30	45
4.	HM2204HMA	Industry Project	P	9		18	-	18	-	270	270
5.		Block Release	-	-	-	-	6	6	-	90	90
		<b>Total</b>		<b>19</b>	<b>4</b>	<b>30</b>	<b>6</b>	<b>40</b>	<b>60</b>	<b>540</b>	<b>600</b>

### Diploma in Hospitality Management (Apprenticeship Programme)

S.N		Subjects	Nature	hrs./week				Total hrs.			
				Cr. hrs.	Th	Pr	Br	Total	Th	Pr	Total
<b>5<sup>th</sup> Sem.</b>	<b>Subject Code</b>	<b>Industry-cum-institute-based training ( 5:1 day/week for 15 weeks @ 40 hrs./week)</b>									
1.	HM3101HMA	Accommodation and Facility Management	T+P	10	2	15	-	17	30	225	255
2.	HM3102HMA	Food and Beverage Management	T+P	10	2	15	-	17	30	225	255
3.		Block Release	-	-	-	-	6	6	-	90	90
		<b>Total</b>		<b>20</b>	<b>4</b>	<b>30</b>	<b>6</b>	<b>40</b>	<b>60</b>	<b>540</b>	<b>600</b>

### Diploma in Hospitality Management (Apprenticeship Programme)

S.N		Subjects	Nature	hrs./week				Total hrs.			
				Cr. hrs.	Th	Pr	Br	Total	Th	Pr	Total
<b>6<sup>th</sup> Sem.</b>	<b>Subject Code</b>	<b>Institute-based training - 6 days/week for 6 months (15 academic weeks @ 40 hrs./week)</b>									
1.	HM3201HMA	Communication Skills (Nepali)	T	4	4	-	-	4	60	-	60
2.	HM3202HMA	Hospitality Accounting	T+P	4	2	3		5	30	45	75
3.	HM3203HMA	Personality Development	T+P	4	2	4	-	6	30	60	90
4.	HM3204HMA	Principles of Economics	T+P	4	3	2	-	5	45	30	75
5.	HM3205HMA	Responsible Tourism	T +P	4	2	4	-	6	30	60	90
6.		Project work (Non-credited)	P	-	-	14	-	14	-	210	210
		<b>Total</b>		<b>20</b>	<b>13</b>	<b>27</b>	<b>-</b>	<b>40</b>	<b>195</b>	<b>405</b>	<b>600</b>
		<b>Grand Total</b>		<b>125</b>	<b>47</b>	<b>117</b>		<b>208</b>	<b>705</b>	<b>2865</b>	<b>3570</b>

Note: Th- Theory, Pr- Practical, Br-Block release

Block Release: 6 hours per week or 15 days in a semester by adjusting to class schedule accordingly



### Evaluation Scheme

S. N.	Subjects	Nature	Theory			Practical			Total
			Assmt. Marks	Final Marks	Time Hour	Assmt. Marks	Final Marks	Time Hour	
<b>1<sup>st</sup> Sem.</b>	<b>Institute-based training - 6 days/week for 6 months (15 academic weeks @ 40 hrs./week)</b>								
1.	Communication Skills (English)	T +P	10	40	1.5	30	20	3	100
2.	Occupational Safety, Hygiene and Nutrition	T+P	10	40	1.5	60	40	3	150
3.	Basic Accounting	T+P	10	40	1.5	60	40	3	150
4.	Principles of Management	T+P	10	40	1.5	60	40	3	150
5.	Introduction to Hospitality & Tourism Industry	T	10	40	1.5	-	-	-	50
6.	Accommodation and Facilities Operation (ACF)-I	T+P	20	80	3	60	40	3	200
7.	Food and Beverage Production and Service Operation (FBPS)- I	T+P	20	80	3	60	40	3	200
	<b>Sub Total</b>		<b>90</b>	<b>360</b>		<b>330</b>	<b>220</b>		<b>1000</b>
<b>2<sup>nd</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>								
1.	Accommodation and Facilities Operation (ACF) II *	T+P	20	80	3	210	140	8	450
2.	Food and Beverage Production and Service Operation (FBPS) II *	T+P	20	80	3	210	140	8	450
	<b>Sub Total</b>		<b>40</b>	<b>160</b>		<b>420</b>	<b>280</b>		<b>900</b>
<b>3<sup>rd</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>								
1.	Beverage Operation (Bar and Barista) *	T+P	10	40	1.5	240	160	8	450
2.	Bakery and Confectionaries*	T+P	10	40	1.5	240	160	8	450
	<b>Sub Total</b>		<b>20</b>	<b>80</b>		<b>420</b>	<b>280</b>		<b>900</b>

<b>4<sup>th</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>		
1.	Hospitality Marketing and Sales*	T+P	10	40	1.5	120	80	6	250
2.	Entrepreneurship Development	T+P	25	-	-	30	20	3	75
3.	Computer Application	T+P	25	-	-	30	20	3	75
4.	Industry Project *	-	-	-	-	240	160	12	400
	<b>Sub Total</b>		<b>60</b>	<b>40</b>		<b>420</b>	<b>280</b>		<b>800</b>
<b>5<sup>th</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>		
1.	Accommodation and Facility Management*	T+P	10	40	1.5	210	140	8	400
2.	Food and Beverage Management*	T+P	10	40	1.5	210	140	8	400
	<b>Sub Total</b>		<b>20</b>	<b>80</b>		<b>420</b>	<b>280</b>		<b>800</b>
<b>6<sup>th</sup> Sem.</b>	<b>Institute based training - 6 days/week for 6 months (15 academic weeks @ 40 hrs./week)</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>		
1.	Communication Skills (Nepali)	T	20	80	3	0	0	0	100
2.	Personality Development	T+P	10	40	1.5	60	40	4	150
3.	Hospitality Accounting	T+P	10	40	1.5	60	40	4	150
4.	Principles of Economics	T+P	20	80	3	30	20	2	150
5.	Responsible Tourism	T+P	10	40	1.5	60	40	4	150
	<b>Sub Total</b>		<b>70</b>	<b>280</b>		<b>210</b>	<b>140</b>		<b>700</b>
	<b>Grand Total (Assessment Marks)</b>								<b>5100</b>

**Note:** T: Theory, Br: Block Release P: Practical and Assmt.: Assessment

Detail evaluation scheme of the industry project is given in the course.

\*Assessment marks for practical will be provided by the respective industry in the format provided by the institute.



### Evaluation Scheme

S. N.	Subjects	Nature	Theory			Practical			Total
			Assmt. Marks	Final Marks	Time Hour	Assmt. Marks	Final Marks	Time Hour	
<b>1<sup>st</sup> Sem.</b>	<b>Institute-based training - 6 days/week for 6 months (15 academic weeks @ 40 hrs./week)</b>								
1.	Communication Skills (English)	T +P	10	40	1.5	30	20	3	100
2.	Occupational Safety, Hygiene and Nutrition	T+P	10	40	1.5	60	40	3	150
3.	Basic Accounting	T+P	10	40	1.5	60	40	3	150
4.	Principles of Management	T+P	10	40	1.5	60	40	3	150
5.	Introduction to Hospitality & Tourism Industry	T+P	10	40	1.5	-	-	-	50
6.	Accommodation and Facilities Operation (ACF)-I	T+P	20	80	3	60	40	3	200
7.	Food and Beverage Production and Service Operation (FBPS)- I	T+P	20	80	3	60	40	3	200
	<b>Sub Total</b>		<b>90</b>	<b>360</b>		<b>330</b>	<b>220</b>		<b>1000</b>
<b>2<sup>nd</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>								
1.	Accommodation and Facilities Operation (ACF) II *	T+P	20	80	3	210	140	8	450
2.	Food and Beverage Production and Service Operation (FBPS) II *	T+P	20	80	3	210	140	8	450
	<b>Sub Total</b>		<b>40</b>	<b>160</b>		<b>420</b>	<b>280</b>		<b>900</b>
<b>3<sup>rd</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>								
1.	Beverage Operation (Bar and Barista) *	T+P	10	40	1.5	240	160	8	450
2.	Bakery and Confectionaries*	T+P	10	40	1.5	240	160	8	450
	<b>Sub Total</b>		<b>20</b>	<b>80</b>		<b>420</b>	<b>280</b>		<b>900</b>

<b>4<sup>th</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>		
1.	Hospitality Marketing and Sales*	T+P	10	40	1.5	120	80	6	250
2.	Entrepreneurship Development	T+P	25	-	-	30	20	3	75
4.	Computer Application	T+P	25	-	-	30	20	3	75
4.	Industry Project *	-	-	-	-	240	160	12	400
	<b>Sub Total</b>		<b>60</b>	<b>40</b>		<b>420</b>	<b>280</b>		<b>800</b>
<b>5<sup>th</sup> Sem.</b>	<b>Industry-cum-institute-based training (5:1 day/week for 15 weeks @ 40 hrs./week)</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>		
4.	Accommodation and Facility Management*	T+P	10	40	1.5	210	140	8	400
5.	Food and Beverage Management*	T+P	10	40	1.5	210	140	8	400
	<b>Sub Total</b>		<b>20</b>	<b>80</b>		<b>420</b>	<b>280</b>		<b>800</b>
<b>6<sup>th</sup> Sem.</b>	<b>Institute based training - 6 days/week for 6 months (15 academic weeks @ 40 hrs./week)</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>	<b>Assmt. Marks</b>	<b>Final Marks</b>	<b>Time Hour</b>		
1.	Communication Skills (Nepali)	T	20	80	3	0	0	0	100
2.	Personality Development	T+P	10	40	1.5	60	40	4	150
6.	Hospitality Accounting	T+P	10	40	1.5	60	40	4	150
4.	Principles of Economics	T+P	20	80	3	30	20	2	150
5.	Responsible Tourism	T+P	10	40	1.5	60	40	4	150
	<b>Sub Total</b>		<b>70</b>	<b>280</b>		<b>210</b>	<b>140</b>		<b>700</b>
	<b>Grand Total (Assessment Marks)</b>					<b>5100</b>			

**Note: T: Theory, Br: Block Release P: Practical and Assmt.: Assessment**

**Detail evaluation scheme of the industry project is given in the course.**

**\*Assessment marks for practical will be provided by the respective industry in the format provided by the institute.**

**Year: I**

**Semester: I**

- 1 Communication Skills (English)
- 2 Occupational Safety, Hygiene and Nutrition
- 3 Basic Accounting
- 4 Principles of Management
- 5 Introduction to Hospitality & Tourism Industry
- 6 Accommodation and Facilities Operation (ACF)- I
- 7 Food and Beverage Production and Service Operation (FBPS) -I

## Communication Skills (English)

**Year: I**  
**Semester: I**

**Total: 4 hrs./ w**  
**Theory: 2 hrs./ w**  
**Practical: 2 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.

### Learning Outcomes

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

**10 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 Homonyms and homophones
- 1.10 Use of inspite of, because, however, although
- 1.11 Use of prepositions of time and place
- 1.12 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** **10 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** **10 hrs.**

Reading of story and writing related to human being, nature and other aspects of life

**3.1 Poems**

- 3.1.1 The poplar field – William Cowper
- 3.1.2 Stopping by Woods on a Snowy Evening- Robert Frost (1874-1963)

**3.2 Biography**

- 3.2.1 The Letter ‘A’, Christy Brown

**3.3 Essay**

- 3.3.1 The Rule of the Road, A.G. Gardiner

**3.4 Story**

- 3.5 The Surgeon, Ronald Dahl
- 3.6 The Recurring Dream (A story from England: A Super Natural Story)

**Practical** **30 hrs.**

- 1 Write a short paragraph describing a daily routine using all three tenses (simple, continuous, perfect). Then, rewrite the paragraph in a different tense, maintaining the same meaning. **2 hrs.**
- 2 Write sentences using relative clauses (who, whom, which, when, how, where, whose). Create complex sentences where the relative clause adds essential information about the noun. **2 hrs.**
- 3 Write a list of sentences with various subjects (singular, plural, collective nouns) and ensure the verbs agree with the subjects. Identify and correct any errors in agreement. **2 hrs.**
- 4 Create sentences using verbs followed by the gerund (-ing form) and infinitive (to + base verb). Provide explanations for why one form is used over the other. **4 hrs.**
- 5 Write a short biography or a descriptive account of a historical event. Include key facts, dates, and significance. **4 hrs.**
- 6 Write an essay that describes a place or event in detail. Use sensory details to enhance the reader’s experience and create a vivid picture. **4 hrs.**
- 7 Write and present a narrative essay that tells a story, focusing on character development, plot, and setting. Ensure the story has a clear beginning, middle, and end. **6 hrs.**
- 8 Write and present a detailed description of a person and a place. Focus on using adjectives and precise language to create a clear image. **6 hrs.**

**Reference books**

- Awasthi, J. R., Bhattarai, G. R., & Khaniya, T. R. (Eds.). (2009). *New generation English*. Vidyarthi Prakashan.
- Brown, K., & Hood, S. (2005). *Academic encounter*. Cambridge University Press.
- Doff, A., Jones, C., & Mitchell, K. (1997). *Meaning into words (Upper Intermediate)*. Cambridge University Press.
- Gartside, L. (1981). *Model business letters*. Pitman Publishing.
- Kaul, N., & Anand, R. (2005/2006). *Chinar I/II: An anthology of prose and poems*. Foundation Books.
- Lohani, S. P., & Adhikari, R. (1997). *The magic of words*. M.K. Publishers.
- Seal, B. (2006). *Academic encounter*. Foundation Books.
- Soars, L., & Soars, J. (2011). *New headway: Intermediate (4th ed.)*. Oxford University Press.
- Soars, L., & Soars, J. (2019). *New headway: Upper-intermediate (4th ed.)*. Oxford University Press.

**Final written exam marking scheme**

<b>Unit</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total</b>
<b>Unit Hours</b>	10	10	10	<b>30</b>
<b>Marks</b>	13	13	14	<b>40</b>

## Occupational Safety, Hygiene and Nutrition

**Year: I**

**Semester: I**

**Total: 6 hrs./ w**

**Theory: 2 hrs./ w**

**Practical: 4 hrs./ w**

### Course Description:

This course covers the fundamental knowledge and practices of hygiene, sanitation and food safety required for handling of food in workplace and elementary nutrition to balance the diet while preparing and serving food. The contents in this course include food hygiene, microorganisms, food contamination and hazards, food preservation, food additives, food adulteration, kitchen hygiene & sanitation, food safety assurances, nutrition and nutrients, sources and functions, heat effect on nutrients and storage system of foods.

### Learning Outcomes

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

1. Maintain hygiene sanitation and safety in kitchen premises
2. Store food items
3. Perform temperature check and acidity check in food
4. Observe bacteria yeast and mold
5. Perform cotton swab plating method for checking personal hygiene of a food handler
6. Test food additives and adulteration.
7. Perform food preservation
8. Perform fermentation and oxidation

### Course Contents:

#### Theory

#### Unit 1: Hygiene, Sanitation and Safety

**3 hrs.**

- 1.1. Definition of hygiene, sanitation and safety in food industry
- 1.2. Scope and importance of hygiene in food industry.
- 1.3. Best practices of personal hygiene in food industry
- 1.4. Different areas in the kitchen that needs to be considered in order to maintain proper sanitation and hygiene.
- 1.5. Cleaning and sanitizing agents

#### Unit 2: Microorganisms

**4 hrs.**

- 2.1. Definition and classification of microorganism
- 2.2. Importance and characteristics of bacteria, virus, yeast and molds.
- 2.3. Factors affecting growth of bacteria, virus, yeast and molds in food (FATTOM).

- 2.4. List of harmful and useful effects of microorganisms in food industry.
- Unit 3: Contamination and food hazards** **4 hrs.**
- 3.1. Definition of food contamination and hazards.
  - 3.2. Definition and prevention of cross-contamination.
  - 3.3. Colour codes of chopping boards.
  - 3.4. Hazards of food and potentially hazardous foods.
  - 3.5. List of the causes of food hazards such as biological (pathogens), physical, chemical and allergens, their sources.
  - 3.6. Symptoms of food poisoning, food borne illness and food infection.
  - 3.7. List of the consequences of food contamination in the industry.
- Unit 4: Food preservation** **2 hrs.**
- 4.1. Definition of food preservation and its importance.
  - 4.2. Methods of food preservation such as chilling, freezing, sugaring, salting, canning, drying, smoking, pickling, and heating with examples.
  - 4.3. Traditional methods (household method) of food storage
- Unit 5: Food additives and adulteration** **4 hrs.**
- 5.1. Definition of food additives and its classifications.
  - 5.2. The application of food additives.
  - 5.3. Food adulteration, commonly practiced and their prevention.
  - 5.4. The repercussion of food adulteration on public health issue.
- Unit 6: Food safety assurance** **4 hrs.**
- 6.1 Introduction to HACCP and its benefits
  - 6.2 Prerequisites of HACCP
  - 6.3 Principles and practices of HACCP
  - 6.4 ISO 22000: Introduction
- Unit 7: Food nutrition and nutrients** **5 hrs.**
- 7.1 Definition of balanced diet
  - 7.2 Nutrition and different types of food nutrients.
  - 7.3 Sources of different types of food nutrients.
  - 7.4 List of the functions of different types of food nutrients.
  - 7.5 Effects of nutrition in terms of deficiency and excessive intake
  - 7.6 Effects of heat on food nutrients
- Unit 8: Storage of food** **4 hrs.**
- 8.1 Introduction to food storage system
  - 8.2 Different types of food storage areas maintained in food industry
  - 8.3 Perishable, non-perishable & convenience foods
  - 8.4 Guidelines of handling foods after their purchase.
  - 8.5 Storage method of perishable and non-perishable foods.

## Practical

### Field Visit, Demonstration, Tutorial, Exercise and Practical

60 hrs.

#### Field Visit

Organize field visits to the following areas, prepare a report and present the findings:

- Dairy industries (observe different units).
- Food processing industries (observe food processing units).
- Kitchen lab and observe the operational practices.
- Food store (observe the storage system of various foods and find out the manufacturing and expiry date of convenience foods).
- Observation of sanitary condition of utensils in food and beverage production area.
- Observation of the effectiveness of cleaning and sanitizing agents on dish washing.

#### Demonstrate the following tasks

1. Screen temperature and acidity in foods.
2. Observe bacteria, yeast and molds under microscope.
3. Get cotton swab plating method for personal hygiene of a food handler.

#### Exercise

Prepare a general report on nutrients content in Nepali food items:

- *Thakali* set (Vegetarian/Chicken/Mutton).
- *Newari Baji* set.

#### Core Practical

##### 1. Maintain hygiene sanitation and safety in kitchen premises.

- 1.1 Maintain hygiene sanitation and safety in kitchen premises.
- 1.2 Maintain personal hygiene.
- 1.3 Maintain work station.
- 1.4 Maintain first-aid kit.

##### 2. Store food items.

- 2.1 Prepare kitchen storage area.
- 2.2 Store raw food commodities.
- 2.3 Store cooked food.
- 2.4 Store partially cooked food.
- 2.5 Hold prepared food.

##### 3. Perform temperature check and acidity check in food.

- 3.1 Find out the core temperature of stored/prepared food by using thermometer.
- 3.2 Find out the pH value of food items using litmus paper.

##### 4. Observe bacteria, yeast and mold.

- 4.1 Get a food swab for a sample test.
- 4.2 See bacterial and biological agents in food swab using a microscope.

##### 5. Perform cotton swab plating method for checking personal hygiene of a food handler.

- 5.1 Get a cotton swab.

5.2 See microbial pathogens using a microscope.

**6. Test food additives and adulteration.**

6.1 Get a food sample.

6.2 Find out the homogeneous and heterogeneous adulteration in food using observation and test.

**7. Perform food preservation.**

7.1 Use drying method.

7.2 Use sugar syrup method.

7.3 Use pickling method.

7.4 Use smoking method.

**8. Perform fermentation and oxidation.**

8.1 Ferment beverage and food.

8.2 Double ferment for acetic fermentation.

**Reference books**

- Frazier, W. C., & Westhoff, D. C. (2003). *Food microbiology*. Tata McGraw Hill.
- Sunetra, R. (2012). *Food science and nutrition*. Oxford University Press.
- Swaminathan, M. (2001). *Advanced textbook on food and nutrition*. Bangalore Printing and Publishing.

**Final written exam marking scheme**

<b>Unit</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>Total</b>
<b>Unit Hours</b>	3	4	4	2	4	4	5	4	<b>30</b>
<b>Marks</b>	4	5	5	3	5	6	7	5	<b>40</b>

## Basic Accounting

**Year: I**  
**Semester: I**

**Total: 6 hrs./w**  
**Theory: 2 hrs./w**  
**Practical: 4 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.

### Learning Outcomes

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

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

### Course contents

#### **Unit 1: Basics of Book keeping and accounting** **2 hrs.**

- 1.1 Meaning and concept of book keeping and accounting
- 1.2 Description of the objectives and functions of book keeping and accounting
- 1.3 Basic accounting concepts: Description of the business entity assumption, money measurement assumption, going concern assumption, accounting period assumption, revenue realization principle, cost principle, and matching principle
- 1.4 Double entry book keeping system
  - 1.4.1 Meaning and concept of double entry book keeping system.
  - 1.4.2 Features and advantages of double entry system of book keeping

#### **Unit 2: Recording of transactions** **4 hrs.**

- 2.1 Definition of 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 Explanation of 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

2.3 Concept of the book of journal entry of purchase, sales, credit transactions for purchase and sales, loss and gains, revenues and expenses, return outward and inward, compound transactions including acceptance, discounting, and dishonor of bills of exchange

2.4 Concept of ledger account

2.4.1 Concept, objectives, importance and utility of ledger account

2.4.2 Concept of ledger accounts in the form of "T" shape and continuous balance form

2.4.3 Posting into ledger accounts with and without journal entries

2.4.4 Closing and balancing of ledger accounts

**Unit 3: Subsidiary books and its types (Basic Concept)**

**4 hrs.**

3.1 Purchase book

3.1.1 Concept of purchase book, purchase invoice, trade discount and cash discount

3.1.2 Preparation of the purchase book and posting to purchase account

3.2 Sales book

3.2.1 Concept of sales book, sales invoice

3.2.2 Preparation of the sales book and posting to sales account

3.3 Purchase return book

3.3.1 Concept of purchase return book and debit note

3.3.2 Preparation of the purchase return book and posting to purchase return account

3.4 Sales return book

3.4.1 Concept of sales return book and credit note

3.4.2 Preparation of the sales return book and posting to sales return account

**Unit 4: Cash and banking transactions**

**3 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 dishonor of cheque.

4.1.6 Meaning of bank statement (pass book).

4.1.7 Meaning of cash book.

4.1.8 Concept of single column cash book, double column cash book and triple column cash book.

4.1.9 Concept of petty cash book

4.1.10 Concept of bank reconciliation statement from cash book balance, pass book balance and overdrafts

**Unit 5: Trial balance and accounting errors**

**4 hrs.**

5.1 Trial balance

5.1.1 Meaning of trial balance

5.1.2 Objectives of trial balance

5.1.3 Accounting errors: Meaning and types of accounting errors

- Identification of the errors disclosed and not disclosed by trial balance
- Rectification of the errors before and after preparation of trial balance
- 5.2 Suspense account (meaning, utility and preparation of suspense account)

**Unit: 6 Final accounts**

**6 hrs.**

- 6.1 Capital and revenue
  - 6.1.1 Meaning and concept of capital and revenue concept.
  - 6.1.2 Difference between capital and revenue receipts, expenditure, losses, profit and reserves
- 6.1 Trading account
  - 6.2.1 Meaning and concept (Format) of trading account
  - 6.2.2 Importance and advantages of trading account
- 6.2 Profit and loss account
  - 6.3.1 Meaning and concept (format) of profit and loss account
  - 6.3.2 Importance and advantages of profit and loss account
  - 6.3.3 Difference between gross profit and net profit
- 6.3 Balance sheet
  - 6.4.1 Meaning and concept (format) of balance sheet
  - 6.4.2 Importance and objectives of balance sheet

**Unit 7: Depreciation**

**4 hrs.**

- 7.1 Concept and causes of depreciation
- 7.2 Advantages of providing depreciation
- 7.3 Factors affecting the amount of depreciation
- 7.4 Fixed instalment/straight-line method (Meaning, advantages and disadvantages, accounting treatment for purchase of assets, charging yearly depreciation, addition and disposal of assets).
- 7.5 Reducing Balance method (Meaning, advantages and disadvantages, accounting treatment of purchase of assets, additional and disposal of assets, preparation of ledger accounts)

**Unit 8: Reserve and provisions**

**3 hrs.**

- 8.1 Meaning of reserve and provision.
- 8.2 Objectives of maintaining the following reserves: general reserve and secret reserve, specific reserves; sinking fund, research and development fund, reserve for redemption of liabilities

**Practical**

**60 hrs.**

1. Prepare debit and credit transactions on the basis of personal, real, and nominal accounts and on the basis of increase or decrease of assets, liabilities and capital. **4 hrs.**
2. 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. **5 hrs.**
3. Prepare ledger accounts in the form of "T" shape and continuous balance form with different scenario. **4 hrs.**
  4. Prepare the purchase book and posting to purchase account with different scenario. **3 hrs.**
  5. Prepare the sales book and posting to sales account with different scenario. **3 hrs.**
  6. Prepare the purchase return book and posting to purchase return account with different scenario. **2 hrs.**
  7. Prepare the sales return book and posting to sales return account with different scenario. **2 hrs.**
  8. Practice to draw the cheque of different types. **1 hrs.**
  9. Prepare single column cash book, double column cash book and triple column cash book. **2 hrs.**
  10. Practice to understand the bank statement. **1 hrs.**
  11. Prepare petty cash book, bank reconciliation statement. **4 hrs.**
  12. Prepare unadjusted and adjusted trial balance. **5 hrs.**
  13. Prepare trading account and closing entries with different cases. **5 hrs.**
  14. Prepare profit and loss account and closing entries with different cases. **5 hrs.**
  15. Prepare balance sheet 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. **8 hrs.**
  16. Calculate the depreciation using both method (Straight line and Reducing balance method) **6 hrs.**

#### Reference books

- Dahal, G., Khaju, R., et al. (2014). *Principles of accounting I*. Pustak Sadan.
- Shrestha, N. P. (2010). *Principles of accounting I*. M.K. Publishers & Distributors.

#### Final written exam marking scheme

Unit	1 &2	3 &4	5 &8	6	7	Total
Unit Hours	6	7	7	6	4	30
Marks	8	10	9	8	5	40

## Principles of Management

**Year: I**  
**Semester: I**

**Total: 4 hrs./ w**  
**Theory: 2 hrs./ w**  
**Practical: 4 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.

### Learning Outcomes

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

1. Describe 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 organizations and develop an understanding of global enterprises, joint ventures and public private partnership.
3. Describe the various business services and state the concept of social responsibility.
4. Discuss 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, significance and principles of management** **4 hrs.**

- 1.1 Management-concept, levels, objectives and importance
- 1.2 Management functions-planning, organizing, staffing, directing, controlling and coordination- concept and importance
- 1.3 Principles of management- concept and significance
  - 1.3.1 Taylor's scientific management- principles and techniques
  - 1.3.2 Foyal's principles of administrative management
- 1.4 Concept of Business environment

#### **Unit 2: Nature and purpose of business** **3 hrs.**

- 2.1 Business concept: meaning and features
- 2.2 Concept of business activities - industry and commerce
- 2.3 Commerce-trade: and types (internal, external; wholesale and retail)
- 2.4 E-business- scope and benefits
- 2.5 Resources required for successful e-business implementation, online transaction, payment mechanism

- Unit 3: Forms of business organizations** **5 hrs.**
- 3.1 Sole proprietorship (concept)
    - 2.1.1 Merits and limitations
  - 3.2 Partnership (concept)
    - 3.2.1 Types, merits and limitation of partnership
    - 3.2.2 Registration of a partnership firm
    - 3.2.3 Partnership deed
    - 3.2.4 Types of partners
  - 3.4 Company: Concept, merits and limitations
    - 3.4.1 Types: private and public (concept)
    - 3.4.2 Formation of company – stages
    - 3.4.3 Important documents (memorandum of association, articles of association, certificate of incorporation and certificate of commencement)
  - 3.5 Global enterprises, joint ventures, public private partnership – (concept)
  - 4.6 Choice of form of business organization
- Unit 4: Small business** **3 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: Planning** **3 hrs.**
- 5.1 Concept, importance and limitation
  - 5.2 Types of planning
  - 5.3 Planning process
- Unit 6: Organizing** **3 hrs.**
- 6.1 Concept and importance
  - 6.2 Organizing process
  - 7.3 Structure of organization- functional and divisional concept, formal and informal organization- (concept)
  - 6.4 Delegation: concept, elements and importance
  - 6.5 Decentralization: concept and importance
- Unit 7: Staffing** **3 hrs.**
- 7.1 Concept and importance of staffing
  - 7.2 Staffing as a part of human resource management concept
  - 7.3 Staffing process,
  - 7.4 Recruitment process

- 7.5 Selection- process
- 7.6 Training and development- concept and importance
- 7.7 Methods of training- on the job and off the job- induction training, vestibule training, apprenticeship training and internship training

**Unit 8: Leading and Directing** **3 hrs.**

- 8.1 Concept and importance
- 8.2 Elements of directing
  - 8.2.1 Supervision – concept, function of a supervisor
  - 8.2.2 Motivation – concept
  - 8.2.3 Maslow’s hierarchy of needs, financial and non-financial incentives
- 8.3 Leadership – concept, styles- autocratic, democratic and laissez faire
- 8.4 Communication – concept, formal and informal communication
- 8.5 Barriers to effective communication and how to overcome the barriers

**Unit 9: Controlling** **3 hrs.**

- 9.1 Concept and importance
- 9.2 Relationship between planning and controlling
- 9.3 Steps in process of control

**Practical** **60 hrs.**

1. Identify the business types (sole, partnership, cooperative and company) of specific locality. **8 hrs.**
2. Identify the business services (banking, insurance, and hospitality). **8 hrs.**
3. Prepare and present the hypothetical business planning. **8hrs.**
4. Prepare the organization structure of business setup. **8 hrs.**
5. Prepare the staffing strategy for a business HR. **8 hrs.**
6. Prepare directing and controlling plan for the chosen business plan from practical no.3. **8 hrs.**
7. Identify and conduct a presentation on emerging e-business suitable for your locality. **12 hrs.**

**Reference books**

- Poudyal, S. R., Pradhan, G. M., & Bhandari, K. P. (2064 B.S.). *Principles of management*. Asmita Publication.
- Poudyal, S. R., Pradhan, G. M., & Parajuli, D. (2065 B.S.). *Business organization and office management* (Grade XII, 1st ed.). Asmita Publication.
- Poudyal, S. R., Pradhan, G. M., & Parajuli, D. (2065 B.S.). *Business organization and office management* (Grade XI, 1st ed.). Asmita Publication.
- Tripathi, P. C., & Reddy, P. N. (2003). *Principles of management*. Tata McGraw-Hill Publishing.

**Final written exam marking scheme**

<b>Unit</b>	1 &2	3 &4	5 &6	7&8	9	<b>Total</b>
<b>Unit Hours</b>	7	8	6	6	3	<b>30</b>
<b>Marks</b>	9	10	8	8	5	<b>40</b>

## **Introduction to Hospitality & Tourism Industry**

<b>Year: I</b>	<b>Total: 2 hrs./ w</b>
<b>Semester: I</b>	<b>Theory: 2 hrs./ w</b>
	<b>Practical: 0 hrs./ w</b>

### **Course description**

This course is designed to provide fundamental concepts of hospitality and tourism industry's components, function, structure, along with the career prospects in this sector. The course content will cover trend, organization and operations of hospitality and tourism industry including restaurant; lodging; and travel and tourism. Students will be made familiar to the hospitality and tourism industry in Nepal. This course will include lectures, class discussions, case study, and industry visits to prepare students for tomorrow's hospitality and tourism management career.

### **Learning Outcomes**

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

1. Define the fundamental concepts of hospitality and tourism disciplines.
2. Discuss the interrelationships between hospitality and tourism sectors.
3. Discuss the evolution of hospitality and tourism in Nepal.
4. Explain the components of tourism development (5 A's).
5. Compare and contrast various types of tourism.
6. Describe the importance and impacts of tourism.
7. Name the major tourism organizations and explain their roles in Nepalese tourism development.
8. Identify different hospitality business sectors and the range of products/services of Nepalese hospitality and tourism industry.
9. Discuss the structure and functions of various departments within 5/4 star hotel.

### **Course Contents**

<b>Theory</b>	<b>30 hrs.</b>
<b>Unit 1: Hospitality and tourism as service industry</b>	<b>5 hrs.</b>
1.1 Definition of travellers, tourist and excursionist, host, guest, tourism & hospitality	

- 1.2 Components of hospitality and their interconnectedness
- 1.3 Components of tourism development (5 A's)
- 1.4 Role and importance of guest service in Hospitality and tourism industry

**Unit 2 Hospitality and tourism as a dynamic industry** **4 hrs.**

- 2.1 Various reasons for people to travel
- 2.2 Discuss types of tourism: Nature based tourism, Culture based tourism, Adventure tourism, mountain tourism, Ecotourism, Spiritual/Pilgrimage tourism, Community-based village tourism, MICE, Sports tourism, Medical tourism, Sustainable tourism
- 2.3 Crisis and uncertainty in H & T industry in world

**Unit 3: Tourism and its impacts in Nepal** **6 hrs.**

- 3.1 Evolution of hospitality and tourism in modern Nepal
- 3.2 Important events and campaigns for tourism promotion in Nepal: Visit Nepal 1998, establishment of Nepal Tourism Board, Destination Nepal Campaign 2002-2003, Nepal tourism year 2011
- 3.3 Trends of tourist arrivals and their purpose of visit
- 3.4 Major tourist generating markets
- 3.5 Trend of foreign exchange earnings from tourism sector
- 3.6 Tourism impacts in Nepal: Economic impact of tourism in Nepalese economy  
social and cultural impact of tourism in Nepalese society
- 3.8 Impact of tourism in natural environment (tourism and biodiversity conservation, pollution, carbon footprints, pressure in natural resources)

**Unit 4: Introduction to major hospitality and tourism industries of Nepal** **6 hrs.**

- 3.1 Major subsectors of hospitality and tourism
- 3.2 Concepts of hotel, homestay, teashops, hostel, restaurant, café, clubs, wellness centre, recreation centre, airlines, travel agencies, tour operators, trekking agencies, transport companies, event management companies
- 3.3 Classification of Hotels based on location, star categories based in Nepal, size, ownership and affiliation : City, Resort, Airport, Motels, Casino, Vacation ownership,

Convention, Full service, Budget, Extended stay hotel, Bed & breakfast inn, Chain hotels

3.4 Concept and characteristics of eco hotels

3.5 Leading hotel brands of Nepal

**Unit 5: Hotel organization** **4 hrs.**

4.1 Functions of hotel

4.2 Department of a hotel: Operational and functional departments

4.3 Management Structure of a hotel and its major departments

**Unit 6: Introduction of catering Business** **2 hrs.**

6.1 Definition and types of catering

6.2 Management Structure of a catering business

**Unit 7: Major trends in hospitality and tourism** **3 hr**

7.1 Sustainability and green travel

7.2 New technologies for guest service

7.3 Priority on health, safety and security

7.4 Social media and mobile for shaping experiences

**Reference books:**

- Chauhan, Y. S. (2004). *Eco-tourism in Nepal*. Kalinga Publications.
- Goeldner, C., & Ritchie, J. R. B. (2011). *Tourism: Principles, practices, philosophies* (12th ed.). John Wiley & Sons.
- Walker, J. R. (2019). *Exploring the hospitality industry* (4th ed.). Pearson.

**Final written exam marking scheme**

<b>Unit</b>	1	2	3	4	5	6	7	<b>Total</b>
<b>Unit hours</b>	5	4	6	6	4	2	3	<b>30</b>
<b>Marks</b>	6	4	10	8	6	3	3	<b>40</b>

## **Accommodation and Facilities Operation (ACF)-I**

**Year: I**

**Semester: I**

**Total: 7 hrs./w**

**Theory: 3 hrs./w**

**Practical: 4 hrs./w**

### **Course description**

This course is designed for the students of diploma in hospitality management under CTEVT. The course is developed in practical approach to impart the basic knowledge, skills and attitude on the operation of hotel front office and on housekeeping operation. The course is designed to continue into the next semester with module I and Module II each focusing on different aspects of the respective operation.

### **Learning Outcomes**

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

1. Perform room reservation.
2. Perform hotel guest check-in.
3. Perform rooming the guest.
4. Provide services to guest.
5. Prepare guest departure.
6. Provide reception and accommodation services.
7. Perform cashiering activities.
8. Conduct night audit.
9. Facilitate guest departure.
10. Clean and maintain front areas.
11. Clean and maintain back of the house areas.
12. Prepare rooms for arrival guest.
13. Provide housekeeping services to guest.
14. Handle guest laundry and linen.

### **Course contents**

	<b>Theory</b>	<b>23 hrs.</b>
<b>Module-I: Front Office Operation</b>		
<b>Unit 1: Front office organization</b>		<b>4 hrs.</b>
1.1. Definition		
1.2. Sections and their primary functions		
1.2.1 Reservation		

- 1.2.2 Information
- 1.2.3 Reception
- 1.2.4 Cashier
- 1.2.5 Telephone operator
- 1.2.6 Bell desk / concierge
- 1.3. Duties and responsibilities of front office personnel
- 1.4. Front office manager
  - 1.3.2 Lobby manager/GRE/GRO
  - 1.3.3 Front office supervisor
  - 1.3.4 Reservation assistant
  - 1.3.5 Receptionist
  - 1.3.6 Information assistant
  - 1.3.7 Cashier
  - 1.3.8 Telephone operator
  - 1.3.9 Bell boy
  - 1.3.10 Guest relation officer/Guest relation assistant
  - 1.3.11 Night Auditor
  - 1.3.12 Airport representatives
  - 1.3.13 Travel desk attendants
- 1.5. Front office personnel (knowledge, skills and attitude)

**Unit 2: Hotel room tariff and room key**

**3 hrs.**

- 2.1 Types of guest room
- 2.2 Room tariff and tariff cards
- 2.3 Hotel meal plan
- 2.4 Hotel key
  - 2.4.1 Manual key / electronic key (emergency key, grand master key, master key, floor/pass key, room key)
  - 2.4.2 Handling and controlling keys

**Unit 3: Uniformed/ Sundry Services**

**5 hrs.**

- 3.1 Handling guest mails and message
- 3.2 Guest paging
- 3.3 Safe deposit locker
- 3.4 Left luggage handling procedure
- 3.5 Wake-up call
- 3.6 Bell desk services
- 3.7 Complaint handling
- 3.8 Secretarial service

<b>Unit 4: Guest reservation and check-in</b>	<b>3 hrs.</b>
4.1 Pre-registration	
4.2 Importance of registration, different forms formats used for registration	
4.3 Registration process	
4.4 Escort the guest to the room	
<b>Unit 5: Guest check-out and settlement</b>	<b>3 hrs.</b>
5.1 Guest departure procedure	
5.2 Cashiering Activities	
5.3 Potential check-out problem and solutions	
5.4 Late check-out	
5.5 Improper posting changes	
5.6 Role of bell desk while checking-out guest	
<b>Unit-6 Night auditing</b>	<b>5 hrs.</b>
6.1 Introduction and importance of night auditing	
6.2 Duties and responsibilities of night auditors	
6.3 Night audit Process	
6.3.1 Establishing the end of the day	
6.3.2 Completing outstanding posting	
6.3.2 Reconciling the transactions	
6.3.4 Preparing the reports	
6.3.5 Updating system	
<b>Module-I Housekeeping Operation</b>	<b>22 hrs.</b>
<b>Unit 1: Introduction to housekeeping</b>	<b>4 hrs.</b>
1.1 Housekeeping: Definition of housekeeping department, importance & functions.	
1.2 Housekeeping personnel (knowledge, skills and attitude)	
1.3 Job description of housekeeping personnel	
<b>Unit 2: Cleaning equipment and cleaning agents</b>	<b>3 hrs.</b>
2.1 Definition of cleaning agents	
2.2 Definition of cleaning equipment	
2.3 Selection & purchase criteria of cleaning agents and equipment.	
<b>Unit 3: Guest rooms</b>	<b>3 hrs.</b>
1.1 Definition of guest room.	
1.2 Types of guest rooms	
3.2 Supplies and contents for the guest bed room and bathroom	
3.3 Amenities & facilities for VIP guest rooms	

3.4 Types of bed with size

**Unit 4: Cleaning Procedure**

**6 hrs.**

- 4.1 Definition of cleaning
- 4.2 Guest room cleaning (vacant, occupied, departure)
- 4.3 Bed making
- 4.4 Turn down service
- 4.5 Bathroom cleaning
- 4.6 Public area cleaning
- 4.7 Spring cleaning

**Unit 5: Housekeeping procedures**

**6 hrs.**

- 5.1 Briefing, debriefing, reporting
- 5.2 Complain handling
- 5.3 Inventory of housekeeping items
- 5.4 Floor pantry
- 5.5 Room maid trolley
- 5.6 Laundry
- 5.7 Lost and found
- 5.8 Dispose garbage

**Practical**

**30 hrs.**

**Front Office Operation.**

- 1. Check-in process.
  - 1.1 Greet guest.
  - 1.2 Handle check-in luggage.
  - 1.3 Escort guest to front desk.
  - 1.4 Perform registration.
  
- 2. Perform rooming the guest.
  - 2.1 Escort guest to room.
  - 2.2 Perform entering the guest room.
  - 2.3 Place luggage.
  - 2.4 Provide information about room facilities.
  - 2.5 Leave guest room.
  
- 3. Provide services to guest.
  - 3.1 Deliver newspapers and magazines.
  - 3.2 Deliver message and parcel.
  - 3.3 Provide information on nearby attractions.

- 3.4 Arrange transportation services.
- 3.5 Handle wake-up call.
- 3.6 Provide remaining sundry service.
  
- 4. Prepare guest departure.
  - 4.1 Receive departure information.
  - 4.2 Perform entering the guest room.
  - 4.3 Handle unusual events.
  - 4.4 Collect luggage.
  - 4.5 Handle left luggage.
  - 4.6 Load luggage.
  
- 5. Perform room reservation.
  - 5.1 Handle reservation queries.
  - 5.2 Reserve room/amendment.
  - 5.3 Maintain reservation record.
  
- 6. Provide reception and accommodation services.
  - 6.1 Perform pre-arrival activities.
  - 6.2 Welcome guest.
  - 6.3 Perform guest check-in.
  - 6.4 Attend guest queries.
  
- 7. Perform cashiering activities.
  - 7.1 Verify guest ledgers.
  - 7.2 Reconcile bill settlement.
  - 7.3 Prepare reports.
  
- 8. Conduct night audit.
  - 8.1 Review room status and rate.
  - 8.2 Process daily transactions.
  - 8.3 Reconcile transactions.
  - 8.4 Generate reports.
  
- 9. Facilitate guest departure.
  - 9.1 Prepare for guest checkout.
  - 9.2 Prepare invoice.
  - 9.3 Settle bill.
  - 9.4 Bid farewell to guest.

## Housekeeping Operation

30 hrs.

1. Clean and maintain front areas.
  - 1.1 Attend briefing.
  - 1.2 Prepare tools, equipment and materials.
  - 1.3 Clean entrance and reception areas.
  - 1.4 Clean elevators and staircase.
  - 1.5 Clean functional areas.
  - 1.6 Clean public restrooms.
  - 1.7 Clean hotel facility.
  - 1.8 Clean front porch areas.
  - 1.9 Handle lost and found items.
  - 1.10 Dispose garbage.
  - 1.11 Perform reporting.
  - 1.12 Attend debriefing.
2. Clean and maintain back of the house areas.
  - 2.1 Attend briefing.
  - 2.2 Prepare tools, equipment and materials.
  - 2.3 Clean office areas.
  - 2.4 Clean locker area and changing areas.
  - 2.5 Clean restrooms/Cloak room.
  - 2.6 Clean elevators and staircase.
  - 2.7 Handle lost and found items.
  - 2.8 Dispose garbage.
  - 2.9 Perform reporting.
  - 2.10 Attend debriefing.
3. Prepare rooms for arrival guests.
  - 3.1 Attend briefing.
  - 3.2 Setup a trolley.
  - 3.3 Access rooms for cleaning.
  - 3.4 Clean bathroom.
  - 3.5 Make a bed.
  - 3.6 Clean rooms.
  - 3.7 Handle lost and found items.
  - 3.8 Perform reporting.
  - 3.9 Setup pantry.
  - 3.10 Attend debriefing.
4. Provide housekeeping services to guest.
  - 4.1 Attend briefing.
  - 4.2 Receive guest request and complaints.

- 4.3 Provide special services.
- 4.4 Clean occupied rooms.
- 4.5 Perform reporting.
- 4.6 Attend debriefing.
- 5. Handle guest laundry and linens.
  - 5.1 Collect laundry items.
  - 5.2 Perform segregation.
  - 5.3 Deliver laundered items.

**Reference books**

- Andrews, S. (2007). *Front office management and operations*. Tata McGraw-Hill.
- Andrews, S. *Housekeeping training manual*.
- Brenson, & Lanox. *Hotel, hostel & hospital housekeeping*.
- Kappa, M., Nitscheke, A., & Schappert, P. B. *Housekeeping management*.
- Oli, G. S., & Chhetri, B. B. *Hotel management: Principles and practices*. Buddha Publication.
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- Shrestha, S. K., & Ghimire, A. *Hotel management*.
- Tiwari, J. (2009). *Hotel front office operations and management (2nd ed.)*. Oxford University Press.
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**Front Office-I**

**Final written exam marking scheme**

<b>Unit</b>	1	2	3	4	5	6	<b>Total</b>
<b>Unit Hours</b>	4	3	5	3	3	5	<b>23</b>
<b>Marks</b>	7	5	9	5	5	9	<b>40</b>

**House Keeping –I**

**Final written exam marking scheme**

<b>Unit</b>	1	2	3	4	5	<b>Total</b>
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<b>Unit Hours</b>	4	3	3	6	6	<b>22</b>
<b>Marks</b>	8	6	6	10	10	<b>40</b>

## **Food and Beverage Production and Service Operation (FBPS) I**

**Year: I**

**Total: 7 hrs./w**

**Semester: I**

**Theory: 3 hrs./w**

**Practical: 4 hrs./w**

### **Course Description**

This course provides comprehensive knowledge and skills of food production and service of food and beverage required for the operation of any kind of hotel and catering establishment. Moreover, this course imparts skills on foundation food of Continental Cuisines and Asian Cuisines. This course is designed for the students of diploma in hospitality management under CTEVT, to develop the basic knowledge and skills on the operation of food and beverage department.

### **Learning Outcomes**

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

1. Maintain hygiene sanitation and safety in kitchen premises.
2. Process food commodities.
3. Store food items.
4. Prepare mise-en-place, stocks, Indian dishes, Breakfast and Nepali food.
5. Handle service equipment.
6. Prepare dining and restaurant area for service.
7. Receive guests.
8. Pickup food from kitchen and beverage from bar.
9. Take and serve food and beverage order.
10. Prepare and serve hot and cold beverage.
11. Provide room service and banquet service.
12. Serve breakfast.
13. Perform outlet closing.

### **Course Contents**

**45 hrs.**

#### **Module I: Food and Beverage Production**

##### **Theory**

**22 hrs.**

#### **Unit 1: Culinary History**

**1 hrs.**

- 1.1 Introduction to culinary history with the illustration of Egyptian, Greek and Roman history.

#### **Unit 2: Cooking**

**6 hrs.**

- 2.1 Definition of cooking

- 2.2 Aims and objective of cooking
- 2.3 Different types of kitchen equipment and their classifications with examples and their respective uses in cooking
- 2.4 Transference of heat (concept)
- 2.5 Methods of cooking- moist heat & dry heat

### **Unit 3: Foundation**

**9 hrs.**

#### 3.1 Stocks

- 3.1.1 Definition and types of stock
- 3.1.2 Guidelines of preparing the stock
- 3.1.3 Quality determinants of stocks
- 3.1.4 Uses of stocks

#### 3.2 Soups

- 3.2.1 Definition and classification of soup
- 3.2.2 Guidelines for serving soups- quantity, portion size, accompaniments and garnish.
- 3.2.3 Quality determinants of the soup

#### 3.3 Sauces

- 3.3.1 Definition and types of mother sauce
- 3.3.2 Importance of sauces in cookery
- 3.3.3 Composition/structure of sauces
- 3.3.4 Derivative sauce (Concept)
- 3.3.5 Uses of sauce

#### 3.4 Salad and Dressings

- 3.4.1 Definition and types of Salad
- 3.4.2 Composition/structure of salad
- 3.4.3 Guidelines of salad preparation

### **Unit 4: Commodities**

**7 hrs.**

#### 4.1 Introduction to food commodities in cooking

- Vegetables
  - Cereals and flours
  - Herbs and Spices
  - Fats and oil
  - Nuts
- 4.1.1 Classification of food commodities
  - 4.1.2 Quality signs of food commodities

- 4.1.3 Storage system
  - Cold Storage
  - Dry Storage

**Module I: Food and Beverage Service**

**Unit 1: Food and Beverage Organization** **3 hrs.**

- 1.1 Introduction to Food and Beverage service Department
- 1.2 Organizational Structure of F&B Department
- 1.3 Job Descriptions of F&B service personnel
- 1.4 Competencies and Etiquettes of Food Service Personnel
- 1.5 Inter-departmental Relationships within F&B and Other Departments

**Unit 2: Food and Beverage Service Outlet** **3 hrs.**

- 2.1 Introductions of food and beverage outlets
- 2.2 Types of F&B Outlets
- 2.3 Ancillary Sections and types

**Unit 3: Food and Beverage Service Equipment** **3 hrs.**

- 3.1 List of tools and equipment use in F&B outlet
- 3.2 Types of crockery, cutlery, glassware , hollowware
- 3.3 Service kit
- 3.4 Linen use in outlet
- 3.5 Types of furniture use in outlet

**Unit 4: Food and Beverage Menu** **4 hrs.**

- 4.1 Introduction to menu, functions of menu
- 4.2 Types of menu
- 4.3 French classic menu sequence (11 Courses with examples)
- 4.4 Menu composition guidelines

**Unit 5: Food and Beverage Service Preparation** **3 hrs.**

- 5.1 Definition of Mise-en-scene
- 5.2 Definition of Mise-en-place
- 5.3 Types of briefing
- 5.4 Introduction of cover, rules of cover layout and types
- 5.5 Linen exchange procedure
- 5.6 Arrangement of dummy waiter
- 5.7 KOT/BOT
- 5.8 Billing procedure

**Unit 6: Meal and Meal Plan** **3 hrs.**

- 6.1 Introduction to meal, types of meal
- 6.2 Breakfast and types
- 6.3 Types of meal plan

**Unit 7: Food and Beverage Service** **4 hrs.**

- 7.1 Service sequence
- 7.2 Outlet SOP (Standard Operating Procedures)

**Practical** **105 hrs.**

**Food and Beverage Production**

- 1. Maintain hygiene sanitation and safety in kitchen premises.**
  - 1.1 Maintain personal hygiene.
  - 1.2 Maintain work station.
  - 1.3 Maintain first aid kit.
- 2. Process food commodities.**
  - 2.1 Collect food commodities.
  - 2.2 Separate ingredients.
  - 2.3 Clean ingredients.
- 3. Store food items.**
  - 3.1 Prepare kitchen storage area.
  - 3.2 Cover food items with wrap.
  - 3.3 Apply label sticker (name of the item; date and time of storing; best before; and name of the employee).
  - 3.4 Store as per the nature of food items (Perishable and Non-perishable).
  - 3.5 Store raw food commodities.
  - 3.6 Store cooked food.
  - 3.7 Store partially cooked food.
  - 3.8 Hold prepared food.
  - 3.9 Maintain logbook (ime and temperature record keeping).
  - 3.10 Maintain FIFO and LIFO system.
- 4. Prepare mise-en-place.**
  - 4.1 Prepare tools, equipment and materials.
  - 4.2 Process vegetable and fruit.
  - 4.3 Perform meat butchering.
  - 4.4 Perform poultry fabrication.
  - 4.5 Perform fish fabrication.

- 4.6 Process seafood.
- 4.7 Prepare condiments.
- 4.8 Marinate food items.

**5. Prepare stocks.**

- 5.1 Prepare tools, equipment and ingredients.
- 5.2 Prepare fish stock.
- 5.3 Prepare vegetable stock.
- 5.4 Prepare white stock.
- 5.5 Prepare brown stock.
- 5.6 Prepare Court bouillon.
- 5.7 Prepare glaze.

**6. Prepare Indian dishes.**

- 6.1 Prepare tools, equipment and ingredients.
- 6.2 Prepare meat based appetizer, soup and main course.
- 6.3 Prepare poultry based appetizer, soup and main course.
- 6.4 Prepare fish and seafood based appetizer, soup and main course.
- 6.5 Prepare vegetable based appetizer, soup and main course.
- 6.6 Prepare pulses (dal).
- 6.7 Prepare rice and bread dishes.
- 6.8 Prepare sweets.
- 6.9 Perform plating.
- 6.10 Store food items.

**7. Prepare Breakfast.**

- 7.1 Prepare tools, equipment and ingredients.
- 7.2 Prepare egg dishes.
- 7.3 Prepare fruit juice, platter and stewed fruits.
- 7.4 Prepare pancake and waffles.
- 7.5 Prepare vegetable dishes.
- 7.6 Prepare processed meat.
- 7.7 Prepare fish dishes.
- 7.8 Prepare cereals.
- 7.9 Perform plating.
- 7.10 Store food items.

**8. Prepare Nepali food.**

- 8.1 Prepare tools, equipment and ingredients.
- 8.2 Prepare meat based appetizer, soup and main course.
- 8.3 Prepare poultry based appetizer, soup and main course.
- 8.4 Prepare fish and seafood based appetizer, soup and main course.

- 8.5 Prepare vegetable based appetizer, soup and main course.
- 8.6 Prepare pulses (dal).
- 8.7 Prepare rice and bread dishes.
- 8.8 Prepare sweets/desserts.
- 8.9 Perform plating.
- 8.10 Store food items.

## **Food and Beverage Service**

**105 hrs.**

### **1. Handle service equipment.**

- 1.1 Identify service equipment.
- 1.2 Perform tray handling.
- 1.3 Handles service gears.

### **2. Prepare dining and restaurant area for service.**

- 2.1 Perform restaurant Opening.
- 2.2 Prepare service station and equipment.
- 2.3 Arrange tables and chairs.
- 2.4 Maintain supplies.
- 2.5 Prepare napkin fold.
- 2.6 Perform mise-en-scene.
- 2.7 Perform mise-en-place.
- 2.8 Perform cover layout.

### **3. Receive a guest.**

- 3.1 Welcome a guest.
- 3.2 Check reservation.
- 3.3 Escort the guest.
- 3.4 Serve water.

### **4. Pickup food from kitchen and beverage from bar.**

- 4.1 Prepare side station.
- 4.2 Collect plated food items.
- 4.3 Collect prepared beverages.

### **5. Take and serve food and beverage order.**

- 5.1 Take food and beverage order.
- 5.2 Serve beverage order.
- 5.3 Serve food (pre-plated, platter to plate, family and English service).
- 5.4 Clear the guest table.
- 5.5 Settle the bill.

## **6. Prepare and serve hot and cold beverage.**

- 6.1 Perform bar opening and closing.
- 6.2 Take order.
- 6.3 Prepare hot and cold beverages.
- 6.4 Serve and clear beverage order.
- 6.5 Settle the bill.

## **7. Provide room service.**

- 6.6 Take and process room service order.
- 6.7 Setup service trolley and tray.
- 6.8 Serve food and beverage order.
- 6.9 Perform room service clearance.

## **8. Provide banquet service.**

- 8.1 Attend briefing.
- 8.2 Prepare banquet for service.
- 8.3 Arrange hi-tea set-up.
- 8.4 Serve food and beverage.
- 8.5 Clear the guest table.
- 8.6 Perform banquet closing.

## **9. Serve breakfast.**

- 9.1 Take order.
- 9.2 Arrange set-up (Continental, American, English, Indian, Nepali).
- 9.3 Serve breakfast.
- 9.4 Clear soiled dishes.
- 9.5 Settle bill.
- 9.6 Fond farewell.

## **10. Perform outlet closing**

- 10.1 Perform inventory.
- 10.2 Collect and forwards bills.
- 10.3 Close/handover work shift.

## **References books**

- Andrews, S. *Food and beverage service training manual*. Tata McGraw Hill Education.
- Arora, K. *Theory of cookery*. Franks Bros.
- Bali, P. S. *International cuisine and food production management*. Oxford University Press.

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### Final written exam marking scheme

#### Module I: Food and Beverage Production

Unit	1	2	3	4	Total
Unit Hours	1	6	9	7	23
Marks	2	10	16	12	40

#### Module I: Food and Beverage Service

Unit	1	2	3	4	5	6	7	Total
Unit hours	3	3	3	4	3	3	4	23
Marks	6	5	5	7	5	5	7	40

Year: I

Semester: II

1. Accommodation and Facilities Operation (ACF) –II
2. Food and Beverage Production and Service Operation (FBPS) –II
3. Block Release

## Accommodation and Facilities Operation (ACF) -II

**Year: I**  
**Semester: II**

**Total: 17 hrs./w**  
**Theory: 3 hrs./w**  
**Practical: 14 hrs./w**

### Course description

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

### Learning outcomes:

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

1. Perform pre-arrival planning.
2. Coordinate guest arrival.
3. Facilitate guest stay.
4. Manage checkout process.
5. Supervise financial transitions.
6. Maintain guest relations and customer services.
7. Perform front office operations oversight.
8. Manage financial standards.
9. Maintain aesthetic beauty of hotel property.
10. Perform housekeeping inventory management.
11. Handle request and complaint.
12. Provide laundry, linen and uniform services.
13. Handle the control desk.

### Course contents

#### Theory

#### Module II: Front Office Operation

**23 hrs.**

#### Unit-1 Front office accounting

**7 hrs.**

- 1.1. Front office accounting cycles
- 1.2. Creation, maintenance and settlement of account
- 1.3. Types of guest accounts
  - 1.3.1 Voucher

- 1.3.2 Folio.
- 1.3.3 Ledger
- 1.4. Occupancy ratios
- 1.5. Visitor Tabular Ledger (VTL)
  - 1.5.1 Meaning of VTL
  - 1.5.2 Posting Procedure
  - 1.5.3 Importance of VTL
- 1.6. Preparing the guest bill
- 1.7. Supervise financial transitions
- 1.8. Manage financial standards
- 1.9. Maintain guest account
- 1.10. Mode of Payment

**Unit 2: Guest Cycle** **7 hrs.**

- 2.1 Co-ordinate guest (pre-arrivals, arrival, occupancy, departure)
- 2.2 Reservation and its importance
- 2.3 Types of reservation
- 2.4 Modes of reservation
- 2.5 Sources of reservation
- 2.6 Reservation processing steps

**Unit 3: Front office Operation** **9 hrs.**

- 3.1 Complaint handling
- 3.2 Handling guest request
- 3.3 Co-ordination with customers
- 3.4 Front office selling and up selling
- 3.5 Duty roaster
- 3.6 Front office operation
- 3.7 Inventory management
- 3.8 Facilitate guest stay
- 3.9 Front office financial report
- 3.10 Room inventory

**Module II-House Keeping Operation** **22 hrs.**

**Unit 1: Interior decoration** **3 hrs.**

- 1.1 Definition and components of interior decoration
- 1.2 Selection of colors, fabrics, lights
- 1.3 Room decoration

**Unit 2: Housekeeping control desk** **6 hrs.**

- 2.1 Role of housekeeping control desk
- 2.2 Types of forms and formats
- 2.3 Key, types of keys, key controlling procedures
- 2.4 Lost and found procedure

**Unit 3: Laundry management** **4 hrs.**

- 3.1 Types of laundry
- 3.2 Laundry equipment
- 3.3 Stains and stain removal, laundry detergents

**Unit 4: Planning duty rosters, teamwork and leadership in housekeeping** **5 hrs.**

- 4.1 Inventory management
- 4.2 Standard Operating Manuals - Job Procedures
- 4.3 Job allocation and work schedule
- 4.4 Planning duty rosters

**Unit -5 Guest Services** **4 hrs.**

- 5.1 Guest request
- 5.2 Room change procedure
- 5.3 Lost and found procedure
- 5.4 Guest complaint handling procedure
- 5.5 Control desk operation
- 5.6 Pantry operation

**Practical** **105 hrs.**

**House Keeping**

- 1. Maintain aesthetic beauty of hotel property.
  - 1.1 Allocate job.
  - 1.2 Conduct briefing.
  - 1.3 Maintain cleanliness of hotel property.
  - 1.4 Inspect hotel areas and facilities.
  - 1.5 Conduct debriefing.
- 2. Perform housekeeping inventory management.
  - 2.1 Maintain stock levels.
  - 2.2 Replenish amenities and supplies in pantry.
  - 2.3 Restock amenities and supplies in housekeeping store.
- 3. Handle request and complaint.
  - 3.1 Receive guest request.

- 3.2 Perform room change.
- 3.3 Perform room decoration.
- 3.4 Handle lost and found request.
- 3.5 Handle guest complaint.
- 4 Provide laundry, linen and uniform.
  - 4.1 Perform prewashing.
  - 4.2 Perform washing.
  - 4.3 Perform drying.
  - 4.4 Perform finishing.

**Front Office**

**105 hrs.**

**1. Perform pre - arrival planning.**

- 1.1 Prepare duty roster.
- 1.2 Allocate room.
- 1.3 Prepare for VIP arrivals.
- 1.4 Manage special request.
- 1.5 Generate forecast report.

**2. Coordinate guest arrival.**

- 2.1 Prepare for arrival.
- 2.2 Facilitate check-in process.
- 2.3 Supervise post check-in process.

**3. Facilitate guest stay.**

- 3.1 Handle guest request.
- 3.2 Handle guest complaint.
- 3.3 Make courtesy call.

**4. Manage checkout process.**

- 4.1 Verify guest accounting.
- 4.2 Monitor room departure.
- 4.3 Manage late checkout.
- 4.4 Supervise checkout process.

**5. Supervise financial transitions.**

- 5.1 Supervise cash float.
- 5.2 Supervise daily financial transaction.
- 5.3 Monitor guest balance.

**6. Maintain guest relations and customer services.**

- 6.1 Provide personalized service.
- 6.2 Handle guest complaints.
- 6.3 Handle specific guest request.
- 6.4 Implement guest feedback cycle.

6.5 Promote hotel products and services.

**7. Perform front office operations oversight.**

7.1 Monitor daily operations.

7.2 Manage room inventory.

7.3 Review staff performance.

**8. Manage financial standards.**

8.1 Monitor financial procedures.

8.2 Implement cost control measures.

8.3 Prepare financial report.

**Reference books**

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**Final written exam marking scheme**

**Front office**

<b>Unit</b>	1	2	3	<b>Total</b>
<b>Unit Hours</b>	7	7	9	<b>23</b>
<b>Marks</b>	12	12	16	<b>40</b>

**House Keeping**

<b>Unit</b>	1	2	3	4	5	<b>Total</b>
<b>Unit Hours</b>	3	6	4	5	4	<b>22</b>
<b>Marks</b>	5	11	7	9	8	<b>40</b>



## **Food and Beverage Production and Service Operation (FBPS) -II**

**Year: I**

**Semester: II**

**Total: 17 hrs./w**

**Theory: 3 hrs./w**

**Practical: 14 hrs./w**

### **Course description**

This course provides comprehensive knowledge and skills of food production and service of food and beverage required for the operation of any kind of hotel and catering establishment. Moreover, this course imparts skills on foundation food of Continental Cuisines and Asian Cuisines. This course is designed for the students of diploma in hotel management under CTEVT, to develop the basic knowledge and skills on the production and operation of food and beverage service department.

### **Learning outcomes**

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

1. Maintain hygiene sanitation and safety in kitchen premises.
2. Process food commodities.
3. Store food items.
4. Prepare mise-en-place, sauces, soup, salad and dressing, sandwiches and burgers, meat dishes, poultry dishes, fish and seafood dishes, vegetable dishes, farinaceous dishes, dessert, Thai dishes, Chinese dishes.
5. Handle restaurant reservation.
6. Monitor and handle food and beverage service sequence.
7. Perform specialized food service.
8. Prepare and serve coffee.
9. Perform bar operation.
10. Handle guest concern.
11. Perform cashiering service.
12. Provide buffet service.
13. Serve tobacco.

### **Course Contents:**

	<b>Theory</b>	
<b>Module II: Food and Beverage Production</b>		<b>23 hrs.</b>
<b>Unit 1: Commodities</b>		<b>11 hrs.</b>

- 1.1 Introduction to food commodities in cooking

- Eggs
- Meat
- Poultry
- Fish and Seafood
- Dairy Product
- Farinaceous Food
- Sugar

1.2 Classification of food commodities

1.3 Quality signs of food commodities

1.4 Storage system

- Cold Storage
- Dry Storage
- Deep-Freeze

## **Unit 2: Asian cooking**

**12 hrs.**

### **2.1. Nepalese Cooking**

- 2.1.1 Features of Nepalese cooking
- 2.1.2 Regional cooking of Nepal
- 2.1.3 Ingredients used in Nepalese cooking
- 2.1.4 Uses of equipment in Nepalese cooking
- 2.1.5 Explanation of Nepalese cooking terms

### **2.2 Indian cooking**

- 2.2.1 Features of Indian cooking
- 2.2.2 Regional cooking of India
- 2.2.3 Ingredients used in Indian cooking
- 2.2.4 Uses of equipment in Indian cooking
- 2.2.5 Explanation of Indian cooking terms

### **2.4 Chinese cooking**

- 2.4.1 Features of Chinese cooking
- 2.4.2 Regional cooking of China
- 2.4.3 Ingredients used in Chinese cooking
- 2.4.4 Uses of equipment in Chinese cooking
- 2.4.5 Chinese cooking terms

### **2.5 Thai Cooking**

- 2.5.1 Features of Thai cooking
- 2.5.2 Regional cooking of Thailand
- 2.5.3 Ingredients used in Thai cooking

- 2.5.4 Uses of equipment in Thai cooking
- 2.5.5 Explanation of the Thai cooking terms terminologies

**Module-II: Food and Beverage Service Operation** **22 hrs.**

**Unit 1: Introduction of food and beverage service style** **6 hrs.**

- 1.1 Types of Table service
- 1.2 Types of assisted service
- 1.3 Types of self-service
- 1.4 Gueridon service
- 1.5 Basic Service rules
- 1.6 Tray service

**Unit 2: Room service** **2 hrs.**

- 2.1 Room service
- 2.2 Room service equipment
- 2.3 Room service procedure

**Unit 3: Banquet service** **4 hrs.**

- 3.1 Types of banquet function, Define Function Menu
- 3.2 Type of Buffets

**Unit 4: Food and beverage service control** **4 hrs.**

- 4.1 Introduction of F&B control system
- 4.2 Food and beverage control formats
- 4.3 Inventory process

**Unit 5: Handling situation** **3 hrs.**

- 5.1 Dealing with different situation and guest in dining area
- 5.2 Complain, Types of complain and complains handling procedures
- 5.3 Guest reservation process in f&b outlet

**Unit 6: Beverage and Tobacco** **3 hrs.**

- 6.1 Beverage and classification of beverages
- 6.2 Tobacco and parts of cigar and cigarette
- 6.3 Concept of Bar and bar operations
- 6.4 Job description of bartender and barista

**Practical** **105 hrs.**

**Module II: Food and Beverage Production**

- 1. **Maintain hygiene sanitation and safety in kitchen premises.**
  - 1.1 Maintain personal hygiene.

- 1.2 Maintain work station.
- 1.3 Maintain first aid kit.
- 2. Process food commodities.**
  - 2.1 Collect food commodities.
  - 2.2 Separate ingredients.
  - 2.3 Clean ingredients.
- 3. Store food items.**
  - 3.1 Prepare kitchen storage area.
  - 3.2 Cover food items with wrap.
  - 3.3 Apply label sticker (name of the item; date and time of storing; best before; and name of the employee).
  - 3.4 Store as per the nature of food items (Perishable and Non-perishable).
  - 3.5 Store raw food commodities.
  - 3.6 Store cooked food.
  - 3.7 Store partially cooked food.
  - 3.8 Hold prepared food.
  - 3.9 Maintain logbook (time and temperature record keeping).
  - 3.10 Maintain FIFO and LIFO system.
- 4. Prepare mise-en-place.**
  - 4.1 Prepare tools, equipment and materials.
  - 4.2 Process vegetable and fruit.
  - 4.3 Perform meat butchering.
  - 4.4 Perform poultry fabrication.
  - 4.5 Perform fish fabrication.
  - 4.6 Process seafood.
  - 4.7 Prepare condiments.
  - 4.8 Marinate food items.
- 5. Prepare sauces.**
  - 5.1 Prepare tools, equipment and ingredients.
  - 5.2 Prepare béchamel sauce.
  - 5.3 Prepare velouté sauce.
  - 5.4 Prepare espagnole sauce.
  - 5.5 Prepare tomato sauce.
  - 5.6 Prepare mayonnaise sauce.
  - 5.7 Prepare hollandaise sauce.
- 6. Prepare soup.**
  - 6.1 Prepare tools, equipment and ingredients.

- 6.2 Prepare consommé soup.
- 6.3 Prepare broth.
- 6.4 Prepare puree soup.
- 6.5 Prepare bisque.
- 6.6 Prepare cream soup.
- 6.7 Prepare chowder.
- 6.8 Prepare velouté soup.
- 6.9 Perform plating.
- 7. Prepare salad and dressing.**
  - 7.1 Prepare tools, equipment and ingredients.
  - 7.2 Prepare dressing (Mayonnaise based, vinaigrette and acidulated).
  - 7.3 Prepare salad (Simple and Compound).
  - 7.4 Perform plating.
- 8. Prepare sandwiches and burgers.**
  - 8.1 Prepare tools, equipment and ingredients.
  - 8.2 Prepare sandwich (open, toasted, grilled, club).
  - 8.3 Prepare burger (ham, chicken).
- 9. Prepare meat dishes.**
  - 9.1 Prepare tools, equipment and ingredients.
  - 9.2 Prepare meat dishes.
  - 9.3 Prepare meat based appetizer.
  - 9.4 Prepare meat based soup.
  - 9.5 Prepare meat based main course.
  - 9.6 Perform Plating.
  - 9.7 Store food items.
- 10. Prepare poultry dishes.**
  - 10.1 Prepare tools, equipment and ingredients.
  - 10.2 Prepare poultry dishes.
  - 10.3 Prepare poultry based appetizer.
  - 10.4 Prepare poultry based soup.
  - 10.5 Prepare poultry based main course.
  - 10.6 Perform plating.
  - 10.7 Store poultry items.
- 11. Prepare fish and seafood dishes.**
  - 11.1 Prepare tools, equipment and ingredients.
  - 11.2 Prepare fish and seafood dishes.
  - 11.3 Prepare fish and seafood based appetizer.
  - 11.4 Prepare fish and seafood based soup.
  - 11.5 Prepare fish and seafood based main course.
  - 11.6 Perform plating.

11.7 Store food items.

**12. Prepare vegetable dishes.**

11.1 Prepare tools, equipment and ingredients.

11.2 Prepare vegetable dishes.

11.3 Prepare vegetable based appetizer.

11.4 Prepare vegetable based soup.

11.5 Prepare vegetable based main course.

11.6 Perform plating.

11.7 Store food items.

**13. Prepare farinaceous dishes.**

13.1 Prepare tools, equipment and ingredients.

13.2 Prepare pasta dishes.

13.3 Prepare rice dishes.

13.4 Perform plating.

13.5 Store food items.

**14. Prepare dessert.**

14.1 Prepare tools, equipment and ingredients.

14.2 Prepare dessert.

14.2.1 Prepare hot dessert

14.2.2 Prepare cold dessert

14.3 Perform plating.

14.4 Store food items.

**15. Prepare Thai dishes.**

15.1 Prepare tools, equipment and ingredients.

15.2 Prepare meat, and poultry dishes.

15.2.1 Prepare meat based appetizer, soup and main course.

15.2.2 Prepare poultry based appetizer, soup and main course.

15.3 Prepare fish and seafood dishes.

15.3.1 Prepare fish and seafood based appetizer, soup and main course.

15.4 Prepare vegetable dishes.

15.4.1 Prepare vegetable based appetizer, soup and main course.

15.5 Prepare rice and noodle dishes.

15.6 Prepare dessert.

15.7 Perform plating.

15.8 Store food items.

**16. Prepare Chinese dishes.**

16.1 Prepare tools, equipment and ingredients.

16.2 Prepare meat, and poultry dishes.

16.2.1 Prepare meat based appetizer, soup, and main course.

- 16.2.2 Prepare poultry based appetizer, soup, and main course.
- 16.3 Prepare fish and seafood dishes.
  - 16.3.1 Prepare fish and seafood based appetizer, soup, and main course.
- 16.4 Prepare vegetable dishes.
  - 16.4.1 Prepare vegetable based appetizer, soup and main course.
- 16.5 Prepare rice and noodle dishes.
- 16.6 Prepare dumplings.
- 16.7 Prepare dessert.
- 16.8 Perform plating.
- 16.9 Store food items.

**Module-II: Food and Beverage Service Operation**

**105 hrs.**

- 1 Handle restaurant reservation.**
  - 1.1 Receive reservation request.
  - 1.2 Maintain reservation.
  - 1.3 Allocate table.
  - 1.4 Communicate to team members.
- 2 Monitor and handle food and beverage service sequence**
  - 2.1 Monitor restaurant facility.
  - 2.2 Monitor service of food and beverage.
  - 2.3 Monitor room service.
  - 2.4 Monitor banquet service.
- 3 Perform specialized food service.**
  - 3.1 Take guest order.
  - 3.2 Prepare mise-en-place.
  - 3.3 Perform silver service.
  - 3.4 Perform guéridon service.
  - 3.5 Perform trolley service.
- 4 Prepare and serve coffee.**
  - 4.1 Prepare coffee station.
  - 4.2 Take guest order.
  - 4.3 Prepare espresso-based beverages.
  - 4.4 Prepare brewed coffee.
  - 4.5 Maintain coffee machine and equipment.
  - 4.6 Supervise checkout process.
- 5 Perform bar operation.**
  - 5.1 Prepare bar for service.
  - 5.2 Maintain par level.
  - 5.3 Take beverage order.
  - 5.4 Prepare and serve beverage order.

5.5 Close down bar operation.

**6 Handle guest concern.**

6.1 Receive guest concern.

6.2 Record guest concern.

6.3 Take action on guest concern.

**7 Perform cashiering service.**

7.1 Prepare cashier desk/ Electronics device.

7.2 Receive and process payment.

7.3 Handle cash float and petty cash.

7.4 Prepare report.

7.5 Operate online billing methods.

**Provide buffet service**

8.1 Check BEO/meal plan.

8.2 Arrange table set-up (U shape, fish bone shape, T shape, classroom, I shape, board room, box shape).

8.3 Arrange buffet set-up (based on number of guest and nature of event).

8.4 Attend buffet service (self-service and assisted service).

8.5 Collect payments / meal plan.

8.6 Fond farewell the guest.

8.7 Collect all tools & equipment's used in buffet service.

8.8 Check closing checklist.

**8 Serve tobacco**

9.1 Take tobacco order.

9.2 Collect service equipment.

9.3 Serve tobacco (cigarette, cigar and *hukka*).

9.4 Settle the payment and bid farewell to the guest.

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**Final written exam marking scheme**

**Module II: Food and beverage production**

<b>Unit</b>	1	2	<b>Total</b>
<b>Unit Hours</b>	11	12	<b>23</b>
<b>Marks</b>	19	21	<b>40</b>

**Module II: Food and beverage production**

<b>Unit</b>	1	2	3	4	5	6	<b>Total</b>
<b>Unit hours</b>	6	2	4	4	3	3	<b>22</b>
<b>Marks</b>	11	4	7	8	5	5	<b>40</b>

**Block Release**

Year: II

Semester: III

- 1 Beverage Operation (Bar and Barista)
- 2 Bakery and Confectionaries
- 3 Block Release

## Beverage Operation (Bar and Barista)

**Year: II**

**Semester: III**

**Theory: 2 hrs./w**

**Practical: 15 hrs./w**

**Total: 17 hrs./w**

### Course description

This course is designed for students pursuing a Diploma in Hospitality Management under CTEVT, aiming to develop knowledge and skills on the bar and barista operations.

### Learning outcomes

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

1. Maintain sanitation, hygiene and safety.
2. Prepare mise-en-place.
3. Prepare straight drinks.
4. Prepare mocktails and cocktails.
5. Maintain brewing machine and equipment.
6. Serve hot and cold beverage.
7. Perform the bar closing.

### Course Contents

#### Theory

#### Unit 1: Bar operation

**6 hrs.**

- 1.1. Definition of the bar and espresso bar
- 1.2. Types of the bar
- 1.3. Parts, Layout of the bar and espresso bar
- 1.4. Staffing hierarchy of bar
- 1.5. Duties and responsibility of bar staff and barista
- 1.6. Social responsibility of bartender
- 1.7. Legal provision of beverage and bar operation in Nepal
- 1.8. Classification of beverages

#### Unit 2: Alcoholic beverage

**4 hrs.**

- 2.1 Definition of alcoholic beverages
- 2.2 Fermentation and distillation
- 2.3 Classification of alcoholic beverage
  - 2.3.1 Fermented
  - 2.3.2 Distilled
  - 2.3.3 Compounded

#### Unit 3: Fermented beverage

**5 hrs.**

- 3.1 Wine

- 3.1.1 Definition of wine, Wine making process
- 3.1.2 Types of wine
- 3.1.3 Factors affecting quality of wine
- 3.1.4 Storage of wines
- 3.2 Beer
  - 3.2.1 Introduction of beer, Brewing process for beer
  - 3.2.2 Types of beer, Storage of beer
- 3.3 Cider and Perris
  - 3.3.1 Introduction to cider and Perris
  - 3.3.2 Types of cider

**Unit 4: Spirits (distilled beverage)**

**5 hrs.**

- 4.1 Distillation and types
- 4.2 Types of distilled beverages
  - 4.2.1 Whiskey/whisky and its types
  - 4.2.2 Brand and its types
  - 4.2.3 Rum and its types
  - 4.2.4 Vodka and its types
  - 4.2.5 Tequila and its types
- 4.3 Compound sprits
  - 4.3.1 Liqueur and its types
  - 4.3.2 Gin and its types

**Unit 5: Coffee**

**5 hrs.**

- 5.1 Define coffee and History of coffee.
- 5.2 Types of coffee beans and grind
- 5.3 Factor affecting the qualities of coffee
- 5.4 Elements of coffee taste
- 5.5 Coffee process and roasting
- 5.6 Coffee brewing methods
- 5.7 Mixology and speciality coffee trends
- 5.8 Definition of tea and its types

**Unit 6: Cocktails and mock-tails**

**5 hrs.**

- 6.1 Introduction of cocktails and mock-tails
- 6.2 Components of cocktails and mock tails
- 6.3 Types of cocktails and mock tails
- 6.4 Methods of making cocktails

**Practical**

**225 hrs.**

- 1. Maintain sanitation, hygiene and safety.**

- 1.1 Maintain personal hygiene.
- 1.2 Maintain workplace hygiene and safety.
- 1.3 Maintain food and beverage hygiene and safety.
- 2. Prepare mise-en-place.**
  - 2.1 Perform bar and espresso bar opening.
  - 2.2 Prepare bar equipment and accessories.
  - 2.3 Collect requisition items.
  - 2.4 Prepare garnish and condiments.
  - 2.5 Store and chill bar items.
  - 2.6 Display beverage.
  - 2.7 Clean café.
- 3. Prepare straight drinks.**
  - 3.1 Take order.
  - 3.2 Prepare guest order.
  - 3.3 Serve drinks (Beer, Wine, Vodka, Rum, Whiskey, Gin, Tequila, liquor).
  - 3.4 Present bill.
  - 3.5 Settle payment.
- 4. Prepare mock tails.**
  - 4.1 Take order.
  - 4.2 Prepare mise-en-place.
  - 4.3 Prepare blue angel.
  - 4.4 Prepare virgin mary.
  - 4.5 Prepare virgin colada.
  - 4.6 Prepare Cinderella.
  - 4.7 Prepare virgin mojito.
  - 4.8 Serve mock tails.
  - 4.9 Present bill.
  - 4.10 Settle payment.
- 5. Prepare cocktails.**
  - 5.1 Take order.
  - 5.2 Prepare mise-en-place.
  - 5.3 Prepare sex on beach.
  - 5.4 Prepare screw driver.
  - 5.5 Prepare bloody mary.
  - 5.6 Prepare pina colada.
  - 5.7 Prepare hot rum punch.
  - 5.8 Prepare mojito.
  - 5.9 Prepare martini.
  - 5.10 Prepare margarita.
  - 5.11 Prepare cosmopolitan.

5.12 Serve cocktails.

5.13 Present bill.

5.14 Settle payment.

**6. Maintain brewing machine and equipment.**

6.1 Maintain espresso machine.

6.2 Calibrate thermometer.

6.3 Adjust coffee grinder.

6.4 Defrost refrigerator.

6.5 Maintain hand drip, filter brew, aero press, French press, and Turkish pot.

**7. Serve hot and cold beverage.**

7.1 Prepare espresso.

7.2 Prepare cappuccino.

7.3 Prepare café latte.

7.4 Prepare Americano.

7.5 Prepare café mocha.

7.6 Prepare iced Americano.

7.7 Prepare iced café latte.

7.8 Prepare blended mocha.

7.9 Prepare filter brew coffee.

7.10 Prepare French press.

7.11 Prepare hot chocolate.

7.12 Prepare fruit smoothie.

7.13 Prepare fresh lemonade.

7.14 Prepare teas.

7.15 Serve hot and cold beverages.

7.16 Present bill.

7.17 Settle payment.

**8. Perform the bar closing.**

8.1 Prepare sales report.

8.2 Maintain inventory.

8.3 Clean bar equipment.

8.4 Back flush espresso machine.

8.5 Arrange tools and equipment.

**Reference books**

- Katsigris, C., Porter, M., & Thomas, C. *The bar and beverage book*.
- Lendal, H., & Tanke, M. L. *Managing bar and beverage operations*. [Publisher's Name], Kathmandu.
- Lipinkhi, B. K. *Professional bar and beverage management*. John Wiley & Sons.
- Shrestha, S. K. *Introduction of hotel management*. KEC Publication.

- *Training manual on barista*. Himalayan Java Nepal.
- Tuladhar, S., Ulak, N., Pokhrel, S., Dangol, S., & Dangol, B. (2022). *Hotel management*. Advance Saraswati.

**Final written exam marking scheme**

<b>Unit</b>	1	2	3	4	5	6	<b>Total</b>
<b>Unit hours</b>	8	4	8	10	10	5	<b>45</b>
<b>Marks</b>	14	7	14	18	18	9	<b>80</b>

## **Bakery and Confectionaries**

**Year: I**

**Semester: II**

**Total: 17 hrs./w**

**Theory: 2 hrs./w**

**Practical: 15 hrs./w**

### **Course description:**

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

### **Learning Outcomes:**

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

- 1 Produce basic cookies.
- 2 Produce basic cakes.
- 3 Produce basic bread and bread rolls.
- 4 Produce pastry products.

### **Theory**

#### **Unit 1: Bakery Commodities**

**10 hrs.**

- 1.1 Introduction to bakery commodities (bakery, pastry and confectioneries)
- 1.2 Types of Raising, chemical agents and mechanical leavening
- 1.3 Whipped cream, icing and fondant/sugar paste
- 1.4 Definition of flour and its types
- 1.5 Introduction to coca powder and chocolate

#### **Unit 2: Foundation of bakery**

**10 hrs.**

- 2.1 Definition of dough and its types
- 2.2 Explanation of paste and its types
- 2.3 Definition of batter and its types
- 2.4 Uses of foundation of bakery

#### **Unit 3: Bakery products**

**10 hrs.**

- 3.1 Introduction to bread and its types (white, brown and multi-grain)
- 3.2 Introduction of cookies and its types
- 3.3 Introduction of sponge and types of cakes

### **Practical**

**225 hrs.**

#### **1 Produce basic cookies.**

- 1.1 Prepare tools, equipment and ingredients.
- 1.2 Bake basic cookies.
- 1.3 Perform packaging.

- 1.4 Clean work area.
- 2 **Produce basic cakes.**
  - 2.1 Prepare tools, equipment and ingredients.
  - 2.2 Bake sponge.
  - 2.3 Bake muffins.
  - 2.4 Bake fruit cakes.
  - 2.5 Perform packaging.
  - 2.6 Clean work area.
- 3 **Produce basic bread and bread rolls.**
  - 3.1 Prepare tools, equipment and ingredients.
  - 3.2 Prepare dough.
  - 3.3 Bake bread loaf.
  - 3.4 Bake burger buns and rolls.
  - 3.5 Produce doughnuts.
  - 3.6 Bake bread stick.
  - 3.7 Perform packaging.
  - 3.8 Clean work area.
- 4 **Produce pastry product.**
  - 4.1 Prepare puff pastry.
  - 4.2 Prepare Danish.
  - 4.3 Prepare croissant.
  - 4.4 Prepare pies.
  - 4.5 Prepare tart/tartlets.
  - 4.6 Prepare chocolate éclairs.

### Reference books

- Andrews, S. *Food and beverage service training manual*. Tata McGraw Hill Education.
- Lillicrap, D. *Food and beverage service*. Book Power.
- McGraw Hill Education Private Limited. *Food and beverage service*.
- Shrestha, S. K. *Introduction of hotel management*. KEC Publication.
- Singaravelavan, R. *Food and beverage service*. Oxford University Press.
- Tuladhar, S., Ulak, N., Pokhrel, S., Dangol, S., & Dangol, B. (2022). *Hotel management*. Advance Saraswati.

### Final written exam marking scheme

Unit	1	2	3	Total
Unit hours	10	10	10	30
Marks	13	13	14	40

**Block Release**

Year: II

Semester: IV

- 1 Hospitality Marketing and Sales
- 2 Entrepreneurship Development
- 3 Computer Application
- 4 Industry Project
- 5 Block Release

## **Hospitality Marketing and Sales**

**Year: II**  
**Semester: IV**

**Total: 10 hrs./w**  
**Theory: 2 hrs./w**  
**Practical: 8 hrs./w**

### **Course description**

This course aims to equip the learners of Diploma in Hospitality Management with essential concepts and practical skills for effective marketing management in today's marketplace. This course also deals with establishment of marketing channel and integrated marketing communication

### **Learning Outcomes**

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

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

### **Course content**

	<b>Theory</b>	<b>30 hrs.</b>
<b>Unit 1: Marketing for hospitality</b>		<b>3 hrs.</b>
1.1. Definition of customer orientation		
1.2. Introduction to hospitality and tourism marketing		
1.3. Importance of marketing in the hospitality industry		
1.4. Definition of marketing management and explanation of the marketing management philosophies		
<b>Unit 2: Service characteristics</b>		<b>3 hrs.</b>
2.1. Definition of service culture		
2.2. Service marketing and characteristics of service marketing		
2.3. Factors that differentiate hospitality and travel services marketing with general marketing		
2.4. Marketing strategies for service firms		
<b>Unit 3: The Marketing Environment</b>		<b>3 hrs.</b>
3.1. Marketing Environment.		
3.2. Major company micro environment actors		
3.3. Major company macro environment actors		
<b>Unit 4: The Marketing Process</b>		<b>3 hrs.</b>
4.1. Definition of marketing process.		

- 4.2. Importance of connecting with customers
- 4.3. Definition of marketing mix

**Unit 5: Managing marketing information** **3 hrs.**

- 5.1. Need for information
- 5.2. Definition of marketing information system
- 5.3. Marketing research and its process

**Unit 6: Consumer markets and consumer buying behavior** **3 hrs.**

- 6.1. Consumer behavior and the reasons for studying consumer behavior
- 6.2. Factors that influence behavior
- 6.3. Buyer decision process

**Unit 7: Market segmentation for competitive advantage** **3 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** **3 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** **2 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** **2 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** **2 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**

**120 hrs.**

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

**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.

**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.

**Reference book**

- Kotler, P., Bowen, J., & Makens, J. (2004). *Marketing for hospitality and tourism*. Pearson Education.

**Final written exam marking scheme**

<b>Unit</b>	1	2	3	<b>Total</b>
<b>Unit hours</b>	10	10	10	<b>30</b>
<b>Marks</b>	13	13	14	<b>40</b>

## Entrepreneurship Development

**Year: II**  
**Semester: IV**

**Total: 5 hrs./w**  
**Theory: 1 hrs./w**  
**Practical: 2 hrs./w**

### Course Description

This course is designed to impart the knowledge and skills on formulating business plan and managing small business in general. This course intends to deal with exploring, acquiring and developing enterprising competencies, identification of suitable business idea and developing of business plan.

### Learning Outcomes

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

1. Describe the concept of business and entrepreneurship.
2. Explore entrepreneurial competencies.
3. Analyse business ideas and viability.
4. Formulate business plan.
5. Learn to manage small businesses.

### Course contents

	<b>Theory</b>	<b>15 hrs.</b>
<b>Unit 1: Introduction to Entrepreneurship</b>		<b>4 hrs.</b>
1.1 Definition of entrepreneur		
1.2 Definition of entrepreneurship		
1.3 Entrepreneurship development process		
1.4 Characteristics of entrepreneurs		
1.5 Nature of entrepreneurs		
1.6 List of human characteristics		
1.7 Assessment of entrepreneurial characteristics		
1.8 Comparison of entrepreneur with other occupations		
1.9 Types and styles of entrepreneurs		
1.10 Difference between entrepreneur and employee		
1.11 Benefit of doing own business		
1.12 Understanding “self”		
1.13 Self-disclosure and feedback taking		
1.14 Concept of entrepreneurial personality test		
1.15 Assessing self-entrepreneurial inclination		
<b>Unit 2: Creativity and Assessment</b>		<b>3 hrs.</b>

- 2.1 Concept of creativity
- 2.2 Barriers to creative thinking
- 2.3 Concept of innovation
- 2.4 Concept of transferring idea into action
- 2.5 Self-assessment of creative style
- 2.6 Concept of entrepreneurial competencies
- 2.7 Assessing personal entrepreneurial competencies
- 2.8 Concept of decision making
- 2.9 Personal decision making attitude
- 2.10 Do and don't do while making decisions

**Unit 3: Identification and selection of potential business: 3 hrs.**

- 3.1 Sources of business ideas
- 3.2 Points to be considered while selecting business idea
- 3.3 Business selection process
- 3.4 Potential business selection among different businesses
- 3.5 Strength, Weakness, Opportunity and Threats (SWOT) analysis of business idea
- 3.6 Selection of viable business idea matching to "self"

**Unit 4: Business Plan 5 hrs.**

- 4.1 Business exercise rules
- 4.2 Concept of a business plan
- 4.3 Concept of a production plan
- 4.4 Steps of a production plan
- 4.5 Concept of a business operation plan
- 4.6 Steps of a business operation plan
- 4.7 Cost price determination
- 4.8 Concept of a financial plan
- 4.9 Steps of a financial plan
- 4.10 Working capital estimation
- 4.11 Pricing strategy
- 4.12 Profit/loss calculation
- 4.13 BEP and ROI analysis

**Practical 30 hrs.**

- 1. Identify/ select potential business ideas. **2 hrs.**  
Perform following practical and present on class room based on selected two potential idea from practical no.1
- 2. Analyse strength, Weakness, Opportunity and Threat (SWOT) of a selected business idea. **4 hrs.**
- 3. Prepare and present business plan based on selected idea. **4 hrs.**

- |  |               |
|--|---------------|
| 4. Assess market.                                  | <b>2 hrs.</b> |
| 5. Prepare marketing strategies for selected idea. | <b>4 hrs.</b> |
| 6. Prepare production plan for selected idea.      | <b>4 hrs.</b> |
| 7. Prepare business operation plan.                | <b>4 hrs.</b> |
| 8. Prepare financial plan.                         | <b>4 hrs.</b> |
| 9. Calculate profit and loss related numerical     | <b>2 hrs.</b> |

## Computer Application

**Year: II**  
**Semester: IV**

**Total: 3 hrs./w**  
**Theory: 1 hrs./w**  
**Practical: 2 hrs./w**

### Course Description:

This course deals with the hardware components, Operating systems, Software applications, Computer networks and Internet of the computer. Students will learn classifications of computers, its architecture and software application installations, peripheral devices installation, computer networks, internet and their use in various purposes.

### Course Objectives:

On completion of this course the students will be able to:

1. Describe the basic architecture of computer.
2. Identify the major components of computer and their role.
3. Describe the different Operating Systems.
4. Use the different Software applications.
5. Explain the basic networking and internet concept.

### Course Contents:

Theory	15 hrs.
<b>Unit 1 Introduction to Computers</b>	<b>2 hrs.</b>
1.1 Definition, and uses of computer	
1.2 Generation and type of computers (On the basis of size and working principle)	
1.3 Computer hardware and software	
<b>Unit 2 Hardware Components</b>	<b>2 hrs.</b>
2.1 Major blocks of a digital computer	
2.2 Input devices ( keyboard, mouse, joystick, scanner, light pen )	
2.3 Output devices (monitor, printer, plotter, sound card, speaker )	
2.4 Central Processing Unit (CPU)	
2.5 Memory Unit: RAM, ROM, PROM, EPROM	
<b>Unit 3 Introduction to Operating System Software</b>	<b>4 hrs.</b>
3.1 Importance and use of operating systems (OS)	
3.2 Type of OS: Windows, Linux	
3.3 File management, device management and memory management by OS	
3.4 CUI vs GUI	
<b>Unit 4 Application Packages</b>	<b>4 hrs.</b>
4.1 Word Processing Package: Microsoft Word	

4.2 Spreadsheet Package: Microsoft Excel	
4.3 Presentation Package: Microsoft PowerPoint	
4.4 Database management system/Microsoft access	
<b>Unit 5 Utility Programs</b>	<b>1 hrs.</b>
5.1 Computer virus and its removal (antivirus programs)	
5.2 Multimedia: Uses and application	
5.3 Concept of device driver	
<b>Unit 6 Networks and Internet</b>	<b>2 hrs.</b>
6.1 Introduction to computer network (advantages, disadvantages and types)	
6.2 Topologies: Bus, Ring and Star	
6.3 Hub, Switch, Modem	
6.4 Network Cabling	
6.5 Email/Internet	
• World Wide Web (WWW)	
• ISP	
• Search Engines	
• Internet Client: Web browsers like Internet Explorer, Mozilla Firefox etc.	
• Email clients like Outlook Express, Netscape Mail.	
<b>Practical</b>	<b>30 hrs.</b>
1. Identify major components of computer and familiarization with keyboard and mouse.	<b>2 hrs.</b>
2. Identify internal and external DOS commands.	<b>2 hrs.</b>
3. Manage Windows Graphical User Interface and file/folder.	<b>2 hrs.</b>
4. Perform the following task in Microsoft Word file.	<b>2 hrs.</b>
a. Edit text.	
b. Format document.	
c. Create tables.	
d. Create graphics and word art.	
5. Perform the following task Microsoft Excel file.	<b>6 hrs.</b>
a. Edit worksheet.	
b. Format data and manipulate it.	
c. Analysis of data (use of functions for calculation).	
d. Charts/Data presentation.	
e. Import/Export data.	
6. Perform the following task Microsoft Access.	<b>2 hrs.</b>
a. Creating and manipulating data tables.	
b. Query.	
c. Forms/Reports.	
7. Perform the different task using multimedia and Internet/email.	<b>2 hrs.</b>

8. Create effective presentation using Microsoft PowerPoint (1 session). **2 hrs.**
9. Project work **10 hrs.**
- Assign the students (individually or in group) for a project work based on Microsoft Excel or Access. The students are required to prepare a short report in MS Word and prepare a short presentation in PowerPoint slides.

**Reference books:**

- Acharya, B. K. (2074 B.S.). *Introduction to computers and IT*. Makalu Publications.
- Bhandari, S. K. (2077 B.S.). *Computer science essentials*. Sajha Prakashan.
- Gurung, L. M. (2078 B.S.). *Understanding computer basics*. Ekta Books.
- Karki, P. M. (2076 B.S.). *Computer fundamentals*. Asia Publications.
- Sharma, R. P. (2075 B.S.). *Basic computer science*. Ratna Pustak Bhandar.

## Industry Project

**Year: II**  
**Semester: IV**

**Total: 18 hrs./w**  
**Theory: 0 hr./w**  
**Practical: 18 hrs./w**

### **Description:**

The training institute will make arrangement for industrial practice (apprenticeship). Admitted trainees will have the three parties training agreement among trainees, sponsoring industries and training institute. The terms and conditions of the agreement will be implemented during the whole training period.

Students will be assigned to hospitality industry sectors as apprentices, working under the guidance of an in-company trainer. During this practical training, which lasts 270 hours, students will acquire hands-on experience and develop relevant skills. They will work a minimum of 18 hours per week or alternatively, be placed in the industry for 40 days. Student will practice on only one department of their choice and interest. Throughout their industrial practice, students will complete specific departmental assignments and perform tasks designed to enhance their skills as detailed in the curriculum below.

### **General objectives:**

The objective of the industrial practice (apprenticeship) is to make students familiar with/gain firsthand experience of the world of work as well as to provide them an opportunity to become competent in the acquire skills that are learnt in the institute and industry.

### **Complete Industrial Project Plan**

<b>S.N</b>	<b>Activities</b>	<b>Responsibility</b>	<b>Duration</b>	<b>Remarks</b>
1.	Orientation	Training institute and Industry	2 days	Before placement
2.	Report to the site	Trainees	1 day	Before placement
3.	Actual work at the internship	Industry and Trainees	34 days	During internship Period
4.	Formative evaluation of trainees	In-company trainer	Continuous	During internship Period
5.	Daily learning dairy preparation	Trainees	Continuous	During internship Period

6.	Final report preparation	Trainees	1 day	After completion of 34 days
7.	Seminar/evaluation from CTEVT or its nominee (External)	CTEVT, Institute and Industry	2 days	After completion of report preparation

**Note:**

- Students should maintain the daily diary during the apprenticeship period.
- Students should prepare the apprenticeship report and present in training institution in the presence of in-company trainer.
- Evaluation of apprenticeship programme should be done by the in-company trainer (industrial supervisor).

**Industrial practice tasks**

Perform the following tasks based on the skills and knowledge you have learned so far use this just for guideline it can may vary according to work design and scope of work of industry department.

**Food and beverage production (kitchen)**

- Prepare a standard recipe for three course Nepali and Indian menu.
- Prepare food hygiene and safety plan for central kitchen.
- List the herbs and spices used in Nepali and Indian cuisine.
- Develop strategies to control nutrients while preparing foods.

**Food and beverage service**

- Develop a standard menu card for 4 courses Nepali and Indian foods.
- Layout table cover for 4 courses Nepali and Indian foods.
- Develop cover layout for the breakfasts.
- Develop SOP for restaurant.

**Housekeeping operation**

- Prepare a special cleaning plan/schedule for Guest room.
- Develop forms and formats used in housekeeping department.
- List the amenities provided in guest room.
- Develop suit room layout as per standard provided by hotel.

**Front office operation**

- Develop guest luggage plan as a bell captain.
- Prepare a list for the amenities and facilities provided by 5 star hotel.
- Make a plan for guest room key control and privacy.
- Develop a procedures for guest cycle in hotel.

## Evaluation

The evaluation of the industry project will be done by three parties i.e., employers (Industry), training providers (Technical school) and CTEVT. Total 400 marks is allocated for Industry Project and evaluation will be done as follows:

S.N.	Agencies	Allocated Marks	Remarks
1	Industry	160	
2	Training institution	120	
3	Evaluator assigned by CTEVT	120	
	<b>Total</b>	<b>400</b>	

Details of industry placement and evaluation scheme should be prepared and provided to the employer by the concerned training institute.

**Block release**

Year: III

Semester: V

- 1 Accommodation and Facility Management
- 2 Food and Beverage Management
- 3 Block release

## Accommodation and Facility Management

**Year: III**  
**Semester: V**

**Total: 17 hrs./w**  
**Theory: 15 hrs./w**  
**Practical: 2 hrs./w**

### Course description

This course aims to facilitate the students to equip with the skills and knowledge needed to effectively organize, control, and manage housekeeping operations. Students will learn to handle a variety of problem situations, maintain high-quality guest care, control housekeeping and front office supplies and costs, and develop effective coordination with other departments. The course also covers staff management, training, and ensuring a safe and secure environment

### Learning Outcomes

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

1. Organize and manage housekeeping operations efficiently.
2. Control housekeeping supplies and minimize costs.
3. Maintain high standards of guest care and service quality.
4. Select, train, and manage housekeeping staff effectively.
5. Handle guest complaints promptly and professionally.
6. Develop effective collaboration with other departments.
7. Ensure safety and security in the housekeeping environment.
8. Monitor and manage pest-control procedures.
9. Describe the basics of hospitality management.
10. Provide excellent guest service.
11. Coordinate well between departments.
12. Maintain front office areas and equipment.
13. Ensure safety and security for all.
14. Prepare for leadership roles.

### Course Contents

#### Theory

**30 hrs.**

#### House Keeping

##### Unit 1: Plan and Supervise Daily Housekeeping Operations

**4 hrs.**

- 1.1 Steps to create an area inventory list
- 1.2 Steps to develop frequency schedules
- 1.3 Performance and productivity standards of the Housekeeping department

- 1.4 Standard operating manuals with job procedures
- 1.5 Allocate jobs and create work schedules
- 1.6 Calculate staff strengths and plan duty rosters
- 1.7 Plan and organize support meetings

**Unit 2: Control housekeeping supplies and minimizing costs** **3 hrs.**

- 2.1 Inventory management by recording goods received and tracking goods issued
- 2.2 Cost control strategies by comparing material usage and costs with standards and other establishments
- 2.3 Energy costs management by controlling room temperature, lighting, water usage and power usage for cleaning equipment
- 2.4 Environmental pollution & contribute to the avoidance of instances of environmental pollution
- 2.5 Steps to use energy and materials in an environmentally friendly manner
- 2.6 Waste and dispose management

**Unit 3: Maintaining guest care and quality of service** **2 hrs.**

- 3.1 Guest complaints handling.
- 3.2 Ambiance and physical comfort enhancement
- 3.3 Room layouts and facilities design
- 3.4 Schedule frequent deep cleanings.
- 3.5 standards of maid service
- 3.6 Guest special requests handling.

**Unit 4: Laundry management** **2 hrs.**

- 4.1 In-house laundry vs. contract laundry: merits & demerits, layout, laundry flow process
- 4.2 Laundry equipment (washing machine, hydro extractor, tumbler, calendar/flat work iron, hot head/steam press, cooler press, pressing tables)
- 4.3 Stains and stain removal, laundry detergents

**Unit 5: Managing staff** **2 hrs.**

- 5.1 Staff selection based on specifications.
- 5.2 Induction programs for new recruits at the workplace.
- 5.3 Training on maintaining guest care and quality of service, following cleaning procedures for guest rooms and public areas, handling special requests and complaints, and sorting and cleaning laundry.
- 5.4 Importance of training.
- 5.5 Staff grievances by maintaining accessible management policies, encouraging open communication, using effective grievance resolution techniques, and maintaining documentation of the grievances and solutions.

5.6 Feedback to encourage improvement.

**Unit 6: Developing collaboration with other departments** **1 hrs.**

- 6.1 Information gathering from other departments by communicating with the Front Office, Maintenance, and Food and Beverage departments.
- 6.2 Sharing guest feedback.
- 6.3 Updating on room status
- 6.4 Maintenance requests handling
- 6.5 Reporting to senior management

**Unit 7: Ensuring safety and security** **1 hrs.**

- 7.1 Concept and importance of safety, including handling accidents and fires (causes, procedures, and accident report forms).
- 7.2 Security for guests, staff, public areas, rooms, and back office areas.
- 7.3 Various pest control methods (Physical pest control, Chemical pest control and ,biological pest control )

**Front Office**

**Unit 1: Monitor front office areas, equipment, and supplies** **2 hrs.**

- 1.1 Front Office appearance, workflow, equipment, and cleanliness monitoring
- 1.2 special cleaning or repair needs addressing and identification
- 1.3 Storage of office equipment and supplies with effective control procedures.

**Unit 2: Maintain guest care and the quality of service** **2 hrs.**

- 2.1 Communication on important quality aspects to staff.
- 2.2 Supervision for staff for necessary skills, resources, and guest care standards.
- 2.3 Importance of guests to the hotel's success
- 2.4 Staff interactions with guests and address any issues promptly.
- 2.5 Handle special requests promptly and according to policy.
- 2.6 Guest feedback and reactions analysis and sharing conclusions with management.
- 2.7 Guest history maintenance

**Unit 3: Coordination between other departments** **2 hrs.**

- 3.1 Coordination between front office and house keeping
- 3.2 Coordination between front office and food and beverage service
- 3.3 Coordination between front office and kitchen
- 3.4 Coordination between front office and food production

**Unit 4: Managing staff** **2 hrs.**

- 4.1 Staff selection, development and mobilization for front office

**Unit 5: Safe and secure environment** **3 hrs.**

- 5.1 Safety and security weaknesses of front office

- 5.2 Front Office equipment for safety issues
- 5.3 Potential health and safety concerns within scope of responsibility
- 5.4 Recording and addressing accidents according to house policy
- 5.5 First aid and medical assistance information
- 5.6 Maintaining security procedures as per house policy
- 5.7 Reporting unusual circumstances or situations to senior management and/or security staff

**Unit 6: Budgeting and yield management** **4 hrs.**

- 6.1 Planning operations budget for front office, forecasting room revenue,
- 6.2 Yield Management: Concept and importance
- 6.3 Yield management software
- 6.4 Yield management team

**Practical**

**House Keeping**

**Unit 1: Plan and supervise daily housekeeping operations.** **25 hrs.**

- 1.1 Perform briefing and debriefing.
- 1.2 Assign floor to HK attendant in task sheet.
- 1.3 Assign public areas for cleaning.
- 1.4 Prepare duty roaster.
- 1.5 Handover the shift.
- 1.6 Record the lost and found report.
- 1.7 Maintain log book.
- 1.8 Generate daily sales, night audit report.
- 1.9 Inspect room and public areas.
- 1.10 Calculate staff strengths and plan duty rosters.
- 1.11 Plan and organize support meetings.

**Unit 2: Control housekeeping supplies and minimizing costs.** **20 hrs.**

- 2.1 Record purchase and procurement.
- 2.2 Prepare a list of all the supplies and equipment in the Housekeeping department.
- 2.3 Check daily inventory.
- 2.4 Demonstrate correct handling of supplies and equipment to the staff with instructions (storage and control procedures for equipment and supplies).

**Unit 3: Maintain guest care and quality of service.** **10 hrs.**

- 3.1 Demonstrate to staff the correct way to deal with guests (entering the room, directions on how to get to the hotel facilities, handling with the special request).
- 3.2 Perform stain removal.

**Unit 4: Manage staff.** **15 hrs.**

- 4.4 Write a job description for a current job vacancy for your organization.

- 4.5 Conduct the interview.
- 4.6 Conduct orientation program for new staff.
- 4.7 Prepare time-sheets for the staff wages.
- 4.8 Handle the staff grievances.
- 4.9 Document the grievances with a decided or tentative solution.
- 4.10 Prepare a performance evaluation for the staff.
- 4.11 Communicate to the staff the hotel rules and regulations.

**Unit 5: Collaborate with other departments. 10 hrs.**

- 5.1 Make a flowchart of the housekeeping department and its connected departments. Show what information flowed between the departments. Mentioned the medium of communication.
- 5.2 Identify the areas of friction that can occur between the Housekeeping Department and other departments.
- 5.3 Provide detailed steps to take to support your staff to explain about the possible challenges or opportunities from the department while coordinating.

**Unit 6: Ensure safety and security. 10 hrs.**

- 6.1 Train the staff on maintaining procedures to maintain a safe working environment aligned with the occupational health and safety regulations and organization policy.
- 6.2 Report and record all the accidents or sickness of any staff and follow the correct procedure accordingly.
- 6.3 Identify the different types of safety alarm.
- 6.4 Identify and follow the fire evacuation procedure.

**Practical**

**Front office**

**Unit 1: Monitor front office areas, equipment, and supplies. 15 hrs.**

- 1.1 Ensure the front office areas are clean and tidy and layout and equipment is well maintained and placed to perform the task effectively.
- 1.2 Prepare a checklist of all the equipment and supplies in the front office
- 1.3 Prepare a recommendation for the changes of layout of the front office department of the organization that you are currently working to improve the front office operation.
- 1.4 Perform communication with the staff for the well handling of the equipment and supplies.

**Unit 2: Maintain guest care and the quality of service. 15 hrs.**

- 2.1 Demonstrate to staff the correct way to deal with guests during check-in and check-out procedures of the staff.
- 2.2 Evaluate the guest feedback and implement the possible improvements.

2.3 Demonstrate the procedure to handle the regular guests.

**Unit 3: Coordinate with other departments. 15 hrs.**

- 3.1 Prepare a flowchart of the front office department and its connected departments. Show what information flowed between the departments. Mentioned the medium of communication.
- 3.2 Identify the areas of friction that can occur between the Front Office Department and other departments.
- 3.3 Prepare detailed steps to take to support your staff to explain about the possible challenges or opportunities from the department while coordinating.

**Unit 4: Manage staff. 25 hrs.**

- 4.1 Select staff based on specifications.
- 4.2 Conduct induction programs for new recruits at the workplace.
- 4.3 Train and develop staff.
- 4.4 Conduct training on maintaining guest care and quality of service.
- 4.5 Handle staff grievances by maintaining accessible management policies, encouraging open communication, using effective grievance resolution techniques, and maintaining documentation of the grievances and solutions.
- 4.6 Provide constructive feedback to encourage improvement.

**Unit 5: Ensure safe and secure environment. 10 hrs.**

- 5.1 Train the staff on maintaining procedures to maintain a safe working environment aligned with the occupational health and safety regulations and organization policy.
- 5.2 Recognize and report all unsafe situations according to policy
- 5.3 Report and record all the accidents or sickness of any staff and follow the correct procedure accordingly.
- 5.4 Identify the different types of safety alarm
- 5.5 Identify and follow the fire evacuation procedure.

**Unit 6: Perform budgeting and yield management. 25 hrs.**

- 6.1 Plan and calculate yield management.
- 6.2 Calculate room price using Hubbart formula.
- 6.3 Calculate room price using Rule of Thumb Approach.
- 6.4 Practice forecasting techniques using PMS.

**Final written exam marking scheme**

**House keeping**

Unit	1	2	3	4	5	6	Total

<b>Unit Hours</b>	4	4	3	4	4	2	<b>23</b>
<b>Marks</b>	8	8	5	7	8	4	<b>40</b>

**Front office**

<b>Unit</b>	1	2	3	4	5	6	<b>Total</b>
<b>Unit Hours</b>	3	3	2	4	2	8	<b>22</b>
<b>Marks</b>	5	5	4	8	4	14	<b>40</b>

## **Food and Beverage Management**

**Year: III**  
**Semester: V**

**Total: 17 hrs./w**  
**Theory: 2 hrs./w**  
**Practical: 15 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. It also involves overseeing kitchen operations, menu development, customer service and financial performance and effective personnel management. Therefore, this course provides knowledge on combination of culinary, service and business skills and leadership abilities.

### **Learning Outcomes**

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

1. Prepare diagram of kitchen workflow
2. Prepare à la carte menu items
3. Prepare buffet menu items
4. Monitor kitchen and outlet operation process
5. Control food cost
6. Establish and maintain quality control in food production
7. Design new recipe to meet market requirement
8. Prepare specialized food items to meet market requirements
9. Handle outdoor catering
10. Develop and maintain forms & format
11. Prepare report

### **Course contents**

**Theory** **30 hrs.**

**Unit 1: Introduction** **4 hrs.**

- 1.1 Definition of food and beverage management
- 1.2 Mentioning the responsibilities and role of F& B management in commercial and welfare establishment

**Unit 2: Modern scopes of bulk food production** **6 hrs.**

- 2.1 Definition of bulk food production and its features
- 2.2 Mentioning the modern scopes of bulk food production
  - 2.2.1 Industrial canteens
  - 2.2.2 Naval ships (merchant ships)
  - 2.2.3 Cruise liners

2.2.4	Airlines	
2.2.5	Hospitals	
2.2.6	Special events (Olympics, summits, conventions, etc.)	
<b>Unit 3: Menu planning</b>		<b>6 hrs.</b>
3.4	Definition of menu	
3.5	Mentioning the objectives of menu planning	
3.6	Mentioning the types of menu	
3.7	Conceptualization of menu planning based on special needs	
<b>Unit 4: Food and beverage control cycle</b>		<b>9 hrs.</b>
4.1	Introduction to control cycle	
4.2	Explanation of F&B control techniques	
4.3	Explanation of food and beverage purchasing control	
4.3.1	Standard purchase specifications	
4.3.2	Requisition Form	
4.3.3	Reorder Quantity	
4.4	Explanation of Receiving, Storing and Issuing	
4.4.1	Material Receive Note	
4.4.2	Perishable and Non-Perishable Items	
4.4.3	Log Book	
4.4.4	Labelling	
4.4.5	Stock Rotation	
4.4.6	Internal Requisition	
4.5	Explanation of Food and Beverage Preparation, Production and Portioning	
4.5.1	Butcher Yield Test	
4.5.2	Drained weight test	
4.5.3	Spillage	
4.5.4	Definition and objectives to Standard recipes	
4.5.5	Introduction to Standard portion sizes	
4.6	Calculating Food Cost, Beverage Cost and Cost to Sales Ratio	
<b>Unit 5: Banquet and outdoor catering</b>		<b>5 hrs.</b>
5.1	Introduction to banquet and outdoor catering	
5.2	Mentioning industrial & welfare catering	
5.3	Conceptualization of functional prospectus	
5.4	Mentioning the layout of banquet function	

**1. Prepare diagram of kitchen workflow.**

- 1.1 Conceptualize the kitchen layout of bulk kitchen.
- 1.2 Prepare the layout of workflow of bulk kitchen including receiving, storing, preparation, cooking, serving, and stewarding area.

**2. Prepare ala carte menu items.**

- 2.1 Prepare duty roster.
- 2.2 Conduct briefing.
- 2.3 Organize kitchen.
- 2.4 Manage kitchen order.
- 2.5 Prepare food items.
- 2.6 Perform plating.
- 2.7 Store food items.

**3. Prepare buffet menu items.**

- 3.1 Prepare duty roster.
- 3.2 Plan for buffet items.
- 3.3 Conduct briefing.
- 3.4 Prepare food items.
- 3.5 Display buffet food items.
- 3.6 Store buffet items.

**4. Monitor kitchen and outlet operation process.**

- 4.1 Conduct briefing.
- 4.2 Check kitchen facility.
- 4.3 Check mise-en- place.
- 4.4 Check cooking.
- 4.5 Check food presentation.
- 4.6 Check stored food items.

**5. Control food cost.**

- 5.1 Set standards.
- 5.2 Control inventory.
- 5.3 Control wastage.
- 5.4 Control cost of cooked food.
- 5.5 Control food portion.

**6. Establish and maintain quality control in food production.**

- 6.1 Establish quality control procedure.
- 6.2 Implement quality control procedure.
- 6.3 Monitor quality control.

6.4 Review quality control procedure.

**7. Design new recipe to meet market requirement.**

7.1 Identify market need.

7.2 Develop menu.

7.3 Prepare standard recipe.

7.4 Conduct food trail.

7.5 Perform costing.

7.6 Monitor menu performance.

**8. Prepare specialized food items to meet market requirements.**

8.1 Confirm special requirement.

8.2 Prepare purchase specification.

8.3 Organize kitchen.

8.4 Prepare dietary foods.

8.5 Prepare cultural foods.

8.6 Prepare special foods.

8.7 Perform plating.

8.8 Store food items.

**9. Handle outdoor catering.**

9.1 Confirm customer requirement.

9.2 Prepare functional prospectus.

9.3 Prepare catering concept note.

9.4 Prepare food items.

9.5 Dispatch food.

9.6 Display food items.

9.7 Perform event closing.

9.8 Store food items.

**10. Develop and maintain forms & format.**

10.1 Prepare reorder quantity.

10.2 Prepare requisition form.

10.3 Prepare material received note.

10.4 Perform butcher yield test.

10.5 Perform drained weight test.

10.6 Perform spillage test.

**11. Prepare report.**

11.1 Prepare sales summary report.

11.2 Prepare daily report.

11.3 Prepare inventory report.

11.4 Prepare historical cost report.

11.5 Prepare budget plan for upcoming year based on historical cost.

**Reference books**

1. Dittmer, P.R. (2003). *Principles of Food, Beverage, and Labour Cost Controls*. Wileys & Sons.
2. Feirstein, A.H. & Stefanelli, J.M. (2012). *Purchasing, Selection & Procurement for the Hospitality Industry*. Wiley.
3. Fitzsimmons, J.A., Fitzsimmons, M.J., & Bordoloi, S.K. (2019). *Service Management: Operations, Strategy, Information Technology*. McGraw Hill.
4. Fuller, J & Walker, K. *The Menu Food and Profit*. Stanley Thornes (Publishers).
5. Kinton, R., Ceserani, V., & Foskett, D. (2002). *Theory of Catering*, Hodder & Stoughton.
6. Miller, J E & Pavesic, D V. *Menu Pricing and Strategy*. Van Nostrand Rinehold.
7. Ninemeier, J. D., & Hayes, D. K. (2006). *Restaurant Operations Management Principles and Practice*. New Jersey: Pearson Education.

**Final written exam marking scheme**

<b>Unit</b>	1	2	3	4	5	<b>Total</b>
<b>Unit Hours</b>	4	6	6	9	5	<b>30</b>
<b>Marks</b>	6	7	8	12	7	<b>40</b>

**Block Release**

Year: III

Semester: VI

- 1 Communication Skills (Nepali)
- 2 Hospitality Accounting
- 3 Personality Development
- 4 Principles of Economics
- 5 Responsible Tourism
- 6 Project Work

## Communication Skills (Nepali)

वर्ष : प्रथम  
भाग : प्रथम  
सेमेष्टर : प्रथम

कक्षा भार : ४ घण्टा/प्रति हप्ता  
सैद्धान्तिक : ४ 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 व्यावहारिक र मौलिक अभिव्यक्तिको विकास गर्ने तर्फ जोड दिइनेछ। यिनै कुरालाई दृष्टिगत गरी यस पाठ्यांशमा 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 उन्मुख हुन,
- वर्णविन्यास, शब्दभण्डार, व्याकरण र वाक्यतत्व सम्बन्धी स्तरीय भाषामा भाव अभिव्यक्ति गर्ने सुझ प्राप्त गर्न,

### पाठ्यवस्तु

#### एकाइ १: वर्ण र अक्षरको संरचनाको पहिचान

१० 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

१० घण्टा

- तत्सम, तद्भव र आगन्तुक शब्दका सन्दर्भमा नेपाली वर्णविन्यासको ज्ञान र अभ्यास
- ह्रस्व र दीर्घ ( इ ई, उ ऊ ) सम्बन्धी नियम र अपवादहरू
- श, ष, स
- व, व
- वा ओ, या ए, ऋ रि, क्ष छे, क्ष छ्य,
- ड, ञ, ण, न, म पञ्चम वर्ण तथा शिर्बिन्दु र चन्द्रबिन्दु
- हलन्त सम्बन्धी नियम र अपवादहरू
- 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

१० 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, विस्मयादिबोधक 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)

२० 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

ख) उपसर्ग (पूर्वसर्ग) द्वारा शब्दनिर्माण

निम्नलिखित उपसर्गहरू मात्र

अ, अन, कु, वे, वि, पद्, प्र, अप, सम्, अनु, वि, अधि, अति, उत्, उद्, प्रति, परि, उप, सु, निर, दुस्, दुर

ग) परसर्गद्वारा शब्दनिर्माण

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

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

द्वित्व र अन्य व्युत्पादन प्रक्रियामा फरक, पूर्ण, आंशिक र अपरिवर्तित द्वित्व प्रक्रियाद्वारा शब्दनिर्माण गर्ने अभ्यास

च) सन्धि नियम

नेपाली तत्सम र तद्भव शब्दमा प्रयोग हुने प्रमुख सन्धि नियमको परिचय र अभ्यास ।

एकाइ ५ : कृतिसमीक्षा

१० घण्टा

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

क) कविता

क)	लेखनाथ पौड्याल	(नैतिक दृष्टान्त)
ख)	लक्ष्मीप्रसाद देवकोटा	(वन)
ग)	गोपालप्रसाद रिमाल	(परिवर्तन)
घ)	भूपि शेरचन	(मेरो देश)

ख) उपन्यास:

क)	लीलबहादुर क्षेत्री	(बसाइँ)
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सहायक पुस्तिका (सम्बद्ध अंशमात्र)

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

## Hospitality Accounting

**Year: III**  
**Semester: VI**

**Total: 5 hrs./w**  
**Theory: 2 hrs./w**  
**Practical: 3 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 and hospitality sectors, the management of financial data and analysis for the hotel operation that results in the production of basic account keeping with both theoretical concept and practical application of the basic accounting in day to day work on hospitality industry.

### Learning Outcomes

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

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

### Theory

**30 hrs.**

#### Unit 1: Accounting for companies

**5 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 Understanding and 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 Knowledge of issue and allotment of shares, issue at par, at premium and at discount

1.2.4 Understanding of Calls in advance and arrears

1.2.5 Understanding of 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

**Unit 2: Final accounts of a company**

**5 hrs.**

- 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
- 2.3 Profit and loss appropriation account: concept and preparation of profit and loss appropriation account
- 2.4 Balance sheet: concept of balance sheet and knowledge of its components like assets and liabilities and preparation of balance sheet
- 2.5 Understanding of the followings Terms and its presentation and location in Preparation of company final account.
  - 2.5.1 Outstanding expenses
  - 2.5.2 Pre-paid expenses
  - 2.5.3 Accrued income
  - 2.5.4 Income received in advance
  - 2.5.5 Deprecation and amortizations
  - 2.5.6 Closing stock
  - 2.5.7 Bad debts
  - 2.5.8 Loss of goods
  - 2.5.9 Provision for bad debts
  - 2.5.10 Provision for discount
  - 2.5.11 Interest on loan
  - 2.5.12 Interest on investment
  - 2.5.13 Purchase and sales of fixed assets and investment.
  - 2.5.14 Goods distributed as samples
  - 2.5.15 Transfer to reserve and funds
  - 2.5.16 Tax paid and provision for tax
  - 2.5.17 Proposed dividend and final dividend paid
  - 2.5.18 Managers commission bonus and retirement to employees

**Unit 3: Financial statement analysis**

**2 hrs.**

- 3.1 Meaning and concept, objectives and limitation of financial statement analysis
- 3.2 Parties interested in financial statement analysis
- 3.3 Meaning ,objectives and Importance of financial accounting

**Unit 4: Cash flow statement**

**2 hrs.**

- 4.1 Meaning and classification of cash flows
- 4.2 Objectives and importance of preparing cash flow
- 4.3 Understanding the format for Preparation of cash flow under direct and indirect method (with simple and direct adjustment only)

**Unit 5: Financial statement analysis of hostel or Hospitality business**

**4 hrs.**

- 5.1 Meaning of ratio analysis its importance and limitation.
- 5.2 Types of ratios and their basic understanding and knowledge for computation.
  - 5.2.1 Liquidity ratio: current ratio, quick ratio.
  - 5.2.2 Leverage ratio: debt equity ratio, debt to total capital ratio.
  - 5.2.3 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 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 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**

**6 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 in cost accounting.
  - 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
  - Understanding concept 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, **2 hrs.**  
7.2 Concept of EOQ and Understanding to calculate

**Unit 8: Hospitality costing / service costing****4 hrs.**

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

**Practical****45 hrs.****Unit 1: Accounting for companies****6 hrs.**

- Make Groups of 5 students each and assigned them to identify the Hospitality related Company in market and help to make a group report about the company name, its background, its types, its ownership, its features and Share composition. This work should help the students to identify and know its types of company and its share capital composition.
- Also imagine each student will set up a small hospitality sector business after completion of study and after some years of experience. Involve them to identify the name, sector, size, types, and location of their own business. This may varies with each student and this will help them to understand the whole concept how the initial idea of company is started and operated.

**Unit 2: Final accounts of a company****5 hrs.**

- Assign the related questions with financial data and involve the students to prepare the Trading account, Profit and loss account, Profit and loss appropriation account, Balance sheet also with the adjustments of simple accounting terms and ledger mentioned below.

#### Outstanding expenses

1. Outstanding expenses
2. Pre-paid expenses
3. Accrued income
4. Income received in advance
5. Depreciation 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: Cash flow statement**

**8 hrs.**

- Prepare and present cash flows (Under direct and Indirect Method) with the cases or questions given to all the students. This should ensure that the students are able to prepare the cash flow statements with simple adjustments after completion of this chapter.

### **Unit 4: Financial statement analysis of hostel or Hospitality business**

**8 hrs.**

- With financial data and questions involve each students to calculate the ratios mentioned in the Unit 5 (Liquidity ratio, Leverage ratio, Turnover ratio, Profitability ratio and Operating ratios). Every students should be able to calculate and draw conclusion on different ratio calculated after completion of this unit.

### **Unit 5: Cost accounting**

**6 hrs.**

- Involve the students to classify the cost on the basis of element, function, variability and controllability providing the questions or cases of the different hospitality company (Case from any books or hypothetical cases). They should be able to differentiate the cost as per

nature, understand and how the cost are identified, classified, recorded and presented for the purpose of cost accounting.

Also give assignments for every student to prepare the stock ledger under both method and also involved them in calculating different stock levels with formula and analyse them.

**Unit 6: Inventory management**

**6 hrs.**

- Involve the students and make a team of students to understand the process and flow chart of inventory management in hospitality industry giving any specific sector and assigning them as team of Hospitality and understand how the inventory is managed and what are the steps followed to have an efficient and effective inventory management in any company.

**Unit 7: Hospitality costing / service costing**

**6 hrs.**

- The groups of student are assigned to prepare a material purchase lists and calculate the standard yield and selling price by using standard recipe.  
Every group of 3 students will be given a separate food item and service items usually used in hospitality industry and involve them to make cost sheet and calculate costing of each food, beverage and service. This will consider material cost, labour cost, Overheads and related cost to prepare the final product (food, beverage, service item).  
Engage every student to prepare and keep records of Guest register, guest folio, register of coupons issued, guest ledger, arrival departure record.

**Reference books**

- Coltman, M. M. (1998). *Hospitality Management Accounting*. John Wiley & Sons.
- Mill, R. C. (2006). *Managing the Lodging Operation*. Pearson Education.
- Moncarz, E.S., & Portocarrero, N.J. (2003) *Accounting for the hospitality industry*. Upper Saddle River.

**Final written exam marking scheme**

<b>Unit</b>	1	2	3 &4	5	6	7 &8	<b>Total</b>
<b>Unit Hours</b>	5	5	4	4	6	6	<b>30</b>
<b>Marks</b>	7	7	5	5	8	8	<b>40</b>

## Personality Development

**Year: III**  
**Semester: VI**

**Total: 6 hrs./w**  
**Theory: 4 hrs./w**  
**Practical: 2 hrs./w**

### Course description

This course aims to facilitate the students to learn about the fundamentals of learners and thinkers within a community, while also enhancing their communication skills. It also focuses on developing critical and creative thinking, goal-setting, self-management, self-confidence, leadership, decision making reflection, teamwork, and effective communication. These skills are transferable which students can use in different aspects of life.

### Learning Outcomes

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

1. Learn to think creatively, solve problems, and understand how to learn deeply..
2. Improve communication and teamwork abilities needed for today's world.
3. Gain skills in using information and technology effectively.
4. Develop green skills, life skills, and personal responsibilities for everyday life.

### Course Contents

#### Theory

#### **Unit 1: Introduction to 21st century skills** **2 hrs.**

- 1.1 Concept of 21st century skills at the workplace
- 1.2 Types of 21st century skills
- 1.3 Importance of these skills at the workplace.
- 1.4 Models and frameworks for 21st century skills for the workplace.

#### **Unit 2 Reasoning, problem solving, and decision making** **3 hrs.**

- 2.1 Effectively reason with evidence by analyzing and evaluating.
- 2.2 Identify problem types and adapt solutions accordingly.
  - 2.2.1. Different types of problem-solving methods ( Brainstorming, Problem identification, SWOT analysis, Root cause and Five Whys)
  - 2.2.2. Apply 7 steps of decision-making techniques for effective problem resolution.

#### **Unit 3: Effective communication** **3 hrs.**

- 3.1 Introduction to effective communication and its importance
- 3.2 Difference between oral and written communication

- 3.3 Use verbal and non-verbal communication
- 3.4 Importance of correct posture and body language in hospitality industry
- 3.5 Do's and Don'ts of posture and body language
- 3.6 Correct body posture and language for hospitality staff at workplace
- 3.7 Importance of active listening in communication
- 3.8 Frequent used dialogues in hospitality setting (Welcoming the Guest, Explain the Facilities of an organization, Guide the Way, Provide clear instructions, Response to the guest request and complaints, Offer to support the guest and Request the guests or colleagues to repeat)

**Unit 4: Telephone etiquette** **2 hrs.**

- 4.1 Telephone etiquette and its importance
- 4.2 Importance of tone in telephone communication
- 4.3 Telephone and communicating procedure with internal and external customers

**Unit 5: Effective business letter writings** **5 hrs.**

- 5.1 Introduce AIDA model
- 5.2 Business writing process ( Plan, draft, revise and edit)
- 5.3 Professional email and business letter format for hospitality related scenarios.
- 5.4 Emails in different contexts (Guest or internal team request and complaints)
- 5.5 Cc, Bcc, Scheduling Emails, Set Priorities in an email, Compose subject in email.
- 5.6 Setting Email Signature
- 5.7 Creating an online meeting request and setting a calendar invite
- 5.8 Writing memos, minutes and reports

**Unit 6: Employment correspondence** **5 hrs.**

- 6.1 Develop Resume and cover letter
- 6.2 Interview Preparation (Basic job interview Etiquette, interview rules, questions during interview, tips for successful interview and documents required during interview)
- 6.3 Grooming and Punctuality
- 6.4 Social Professional Accounts benefits in networking (e.g., LinkedIn)
- 6.5 Key components of effective presentation.
- 6.6 Seven Steps of effective presentation.
- 6.7 Using PowerPoint presentation and Google slide
- 6.8 Effective Use of audio - visual aid in presentation

**Unit 7 Interpersonal skills** **5 hrs.**

- 7.1 Importance of a positive attitude
- 7.2 Importance of flexibility and adaptability at workplace
- 7.3 Steps to improve the ability to work independently

- 7.4 Characteristics that identify the willingness to learn
- 7.5 Steps to break down the task to perform
- 7.6 Definition of emotional intelligence and its importance
- 7.7 Five components of Emotional Intelligence (empathy, effective communication or social skills, self-awareness, self-regulation, and motivation)
- 7.8 Five positive ways to manage the emotion (Deep breathing, Sensory grounding, Mindfulness activities, Practice accepting your emotions, Challenge your thoughts and seek professional support)
- 7.9 Fundamental of personal finance
- 7.10 Understanding credit and debt
- 7.11 Setting financial goals
- 7.12 Emergency fund planning

**Unit 8: Personal, professional and social responsibility** **2 hrs.**

- 8.1 Understand the rights and responsibilities as global citizens
- 8.2 Importance of participating in community activities
- 8.3 Importance of respecting the value and privacy of others
- 8.4 Definition of work ethic
- 8.5 Workplace legal and fiduciary obligations
- 8.6 Importance of practicing professional responsibility at the workplace.

**Unit 9 Green literacy** **1 hrs.**

- 9.1 Definition of green citizen
- 9.2 Character of green citizen
- 9.3 Importance of being a green citizen
- 9.4 Impact of green practices in hospitality industry

**Practical**

**Unit 1: Introduction to 21st century skills** **3hrs.**

1.1 Reflect on how the student understand 21st-century life skills and how this can help them in their daily life. Explain how these skills can support them in working effectively every day.

**Unit 2 Reasoning, problem solving, and decision making** **4 hrs.**

2.1 Provide a scenario by dividing the students in a group where students need to analyze the situation and provide the best possible solution applying the steps to effective problem solving.

Each group needs to present their solution in the class and explain the reason behind their proposed solution.

### **Unit 3: Effective communication**

**10 hrs.**

- 3.1 Divide the students in pairs to role-play a front desk interaction between a receptionist and a guest. One student acts as the receptionist, and the other as the guest. The receptionist must greet the guest, check them in, handle a request, and answer any questions.
- 3.2 Provide a case study of a crisis situation in a hotel (e.g., a fire alarm, power outage, or overbooking). Students must analyze how the staff communicated during the crisis, focusing on the effectiveness of oral versus written communication, and the role of listening in managing the situation.
- 3.3 Divide the students in groups of 4 where students need to visit the local hotel or restaurant where students need to observe and interact with hotel staff. Students should pay attention to how staff members communicate with guests, focusing on their verbal and non-verbal communication, posture, and use of hospitality jargon. After the visit each group needs to present their reflection and recommendation to the hotel or restaurant in regards to verbal and non-verbal communication, posture, and use of hospitality jargon.
- 3.4 Divide the students in pairs and ask them to select a hotel. Each pair needs to take turns and act as a hotel receptionist and explain the hotel's facilities to a group of guests.
- 3.5 Ask one student acts as a guest asking for directions to a specific facility (e.g., the restaurant), and the other as a staff member providing guidance.
- 3.6 Conduct students role-play a situation where a staff member provides instructions for using a service (e.g., how to use the hotel room locker).
- 3.7 Acts as a guest by a students with a complaint (e.g., noisy room), and the other as a staff member handling the complaint.
- 3.8 Acts as a guest by one student needing assistance (e.g., booking a tour), and the other as a staff member offering help.
- 3.9 Divide the students in pairs where they need to record their practice requesting repetition or clarification in various scenarios (e.g., on the phone or in person) and present it to class.

***Note: All this needs to be presented in the online or physical classroom.***

### **Unit 4: Telephone communication**

**5 hrs.**

- 4.1 Divide the students in pairs, each pair needs to prepare a script of telephone conversation. One student will play the role of the caller (customer or guest) and another will play as a receiver (employee or support representative). Each student practices in front of a mirror while they practice their part of the phone call. Direct them to pay attention to their facial expressions and body language as they speak. After practicing, they need to record their role play and present it to the class. Each group will provide feedback to the other groups.
- 4.2 Call to notify the unanticipated absence at your workplace.
- 4.3 Switchboard / telephone exchange system

**Unit 5: Effective business writings**

**10 hrs.**

- 5.1. Draft two business letters based on the different hospitality scenarios.
- 5.2. Send an email to your 10 friends on the importance of business writing where they need to cc and bcc your instructors. Each email should be scheduled to be sent at a different date and time.
- 5.3. Send an email to your instructors to notify you of your absence in today's class with a reason.
- 5.4. Provide sample complaint emails from the guest .Each student needs to respond to this email. Send this email to the instructors.
- 5.5. Create a four online meeting link in Google calendar including 10 participants including the instructor.
- 5.6. Divide the students in groups of 4- 5, where they need to conduct a meeting on conducting the workshop on drafting business letters in your class. After the completion of the meeting your team needs to prepare a minute and present in front of the class.
- 5.7. Provide different scenarios to the students and ask them to prepare a report and memo.

**Unit 6: Employment correspondence**

**10 hrs.**

- 6.1 Each students needs to make a standard resume
- 6.2 Each student finds the 5 vacancy posts from different job engine sources. Based on the vacancy students need to develop their cover letter according to the position they are applying for.

- 6.3 Each student needs to open their professional social account (e.g., LinkedIn) and update their profile professionally. Including their experience, educational background, skills, certifications that applied to them.
- 6.4 Conduct a mock interview workshop in class. After the workshop, divide the students in pairs where they participate in mock job interviews, as interviewees and interviewers, to practice their interview skills. Instructor needs to provide feedback on their performance, including their communication style, body language, and responses to interview questions.
- 6.5 Divide the students into groups where they need to prepare and deliver the presentation using different topics related to the impact of business communication in their career path. They need to include their reflection and learnings. Instructors need to provide feedback on their presentation skills, including their ability to engage the audience, use visual aids effectively, and handle questions confidently.

### **Unit 7 Emotional intelligence**

**9 hrs.**

- 7.1 Divide the students in groups of 4 -5, provide them the case scenario where it stimulates the students' skill sets where they need to identify the challenges and generate potential solutions. Each group needs to adjust the strategies to unexpected situations.
- 7.2 Maintain a daily journal where students write their emotions and the situation that provokes them. Discuss the journal periodically in the class.
- 7.3 Conduct the workshop meditation session

### **Unit 8 Personal, professional and social responsibility**

**4 hrs.**

- 8.1 Provide a workplace dilemma to students where they need to provide the possible ethical recommendation by divide the students into groups.
- 8.2 Visit the nearby hiking areas and clean them as they move toward their destination.

### **Unit 9 Financial wellbeing**

**5 hrs.**

- 9.1 Provide financial scenarios or their real scenario of income and expenses. Have students create a monthly budget which includes income, fixed expenses (e.g., rent, utilities), variable expenses (e.g. groceries, entertainment), and savings. Discuss the importance of tracking the expenses and making changes to be within the budget in the class.

## Reference books and online articles

1. 21st Century skills for Workplace Success - NOCTI Business Solutions. (2019, November 6). NOCTI Business Solutions. <https://www.noctibusiness.com/assessments/21st-century-skills-for-workplace-success/>
2. 21st Century Skills Handbook (First Edition). (2020). The Secretary, Central Board of Secondary Education, Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi - 110092. [https://manodarpan.education.gov.in/assets/img/pdf/21st\\_Century\\_Skill\\_Handbook.pdf](https://manodarpan.education.gov.in/assets/img/pdf/21st_Century_Skill_Handbook.pdf)
3. Ahmed, S. M. (n.d.). *Essential skills for the 21st century workforce: Thriving in a dynamic world*. <https://www.linkedin.com/pulse/essential-skills-21st-century-workforce-thriving-dynamic-ahmed-bxc3f/>
4. Baron, R. A. (2002). *Psychology* (5<sup>th</sup> ed.). Pearson.
5. Bovee, C. L., Thill, J. V. & et al (2003). *Business communication today* (7<sup>th</sup> ed.). Pearson.
6. Lesikar, R. V., Pettit, J. D. & et al (2001). *Lesikar's basic business communication* (8<sup>th</sup> ed.). Tata McGraw-Hill.
7. Maslow, A.H. (2003). *Motivation and personality* (3<sup>rd</sup> ed.). Pearson.
8. Rios, J. A., Ling, G., Pugh, R., Becker, D., & Bacall, A. (2020). Identifying critical 21st-century skills for workplace success: A content analysis of job advertisements. *Educational Researcher*, 49(2), 80-89.
9. Taylor, S. (2004). *Model business letters, emails & other business documents* (6<sup>th</sup> ed.). Dorling Kindersley.
10. *The 10 skills you need to thrive in the Fourth Industrial Revolution*. (2016, January 19). World Economic Forum. Retrieved May 16, 2024, from <https://www.weforum.org/agenda/2016/01/the-10-skills-you-need-to-thrive-in-the-fourth-industrial-revolution/>

## Reference Links:

1. [21st Century Framework](#)
2. [Comprehensive Guide for the 21st Century Skills](#)

## Final written exam marking scheme

Unit	1	2	3	4	5	6	7	8 & 9	Total
Unit Hours	2	4	4	2	5	5	5	3	30

<b>Marks</b>	2	5	5	3	7	7	7	4	<b>40</b>
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## Principles of Economics

**Year: III**  
**Semester: VI**

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

### Course description

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

### Learning outcomes

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. Analyse tourism business environment.
4. Understand the local economy.

### Course contents

#### Unit 1: Introduction

**4 hrs.**

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

#### Unit 2: Theory of demand and supply

**10 hrs.**

- 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 and supply – meaning, measurement (percentage, total outlay)

#### Unit 3: Macroeconomic components, issues and policies

**10 hrs.**

- 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 Exchanges 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** **5 hrs.**

- 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 What do you mean by capital? Describe the characteristics of capital.
- 4.5 What are the different types of organizations? Explain the features of partnership and joint stock companies.

**Unit 5: Theory of production, revenue and cost** **6 hrs.**

- 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** **6 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** **4 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

**Practical**

- 1. Analyse Personal Demand/Supply **2 hrs.**

- Select a popular dish from a restaurant's menu.
- Collect data on the number of servings sold at different price points over a week.
- Plot the individual demand/Supply curve for this dish.

2. Analyse Market Demand/Supply **4 hrs.**

- Assume the restaurant is part of a chain with 10 outlets.
- Aggregate the individual demand/Supply data from all outlets.
- Plot the market demand curve for the dish.

3. Calculate the price elasticity of demand using the percentage method **2 hrs.**

4. Collect data on inputs (e.g., number of staff hours, cleaning supplies) and outputs (e.g., number of rooms cleaned) for the service over a period of time, develop a production function for the selected service, showing the relationship between inputs and outputs, Present the production function in a tabular format and explain the results. **5 hrs.**

5. Calculate the Total Product, Average product and Marginal product with the case in Hospitality business **4 hrs.**

6. Select a banquet hall service where varying the number of servers affects the number of guests served. Create a hypothetical schedule showing the number of servers and the corresponding number of guests served. **5 hrs.**

- Present the data in a table.
- Plot the total product curve.
- Identify and explain the stages of the law of variable proportion (increasing returns, diminishing returns, and negative returns).

7. Analyze cost for hotel operation **8 Hrs.**

- Gather hypothetical data on fixed costs (e.g., rent, salaries of permanent staff) and variable costs (e.g., food ingredients, temporary staff wages) for providing the service over a month.
- Calculate TFC, TVC, and TC for different levels of service output (number of events catered).
- Compute AFC by dividing TFC by the number of events.
- Compute AVC by dividing TVC by the number of events.
- Compute ATC by dividing TC by the number of events.
- Determine MC by calculating the change in TC when an additional event is catered.
- Present the data in a table.
- Plot the cost curves (TFC, TVC, TC, AFC, AVC, ATC, MC).

- Analyze the results and discuss how the hotel can use this information for budgeting and pricing decisions.

**Reference books**

- Dewett, K. K., & Verma, J. D. (1997). *Elementary economic theory*. Arya Book Depo.
- Samuelson, P. A. (1999). *Economics*. McGraw-Hill International Book Company.

**Final written exam marking scheme**

<b>Unit</b>	1	2	3	4	5	6	7	<b>Total</b>
<b>Unit Hours</b>	4	10	10	5	6	6	4	<b>45</b>
<b>Marks</b>	7	18	18	10	10	10	7	<b>80</b>

## Responsible Tourism

**Year: III**  
**Semester: VI**

**Total: 6 hrs./ w**  
**Theory: 2 Hrs./ w**  
**Practical: 4 Hrs./w**

### Course description

This course is designed to provide basic concepts of responsibility, sustainability, and regeneration, to help students apply the principles of responsible tourism in the local context. Using problem based learning, this course will provide knowledge and skills of sustainable tourism and hospitality operations. Students will apply critical thinking and communication skills to participate in exploring issues related to responsible tourism and design potential responsible tourism activities in their local region.

### Learning Outcome

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

1. Discuss the linkage between tourism and sustainable development.
2. Understand the concept of responsible tourism as a movement and how it relates to the mainstream tourism.
3. Discuss the ways different tourism stakeholders can contribute to responsible tourism.
4. Discuss the similarities and differences between different forms of alternative tourism such as ecotourism, sustainable tourism and regenerative tourism.
5. Evaluate the existing tourism and hospitality operations from sustainability and regenerative perspectives.
6. Develop a code of conduct to be implemented by different tourism stakeholders for responsible tourism in the local region.
7. Demonstrate the ability to communicate and work with people of various cultures.
8. Demonstrate awareness of their own role in responsible tourism.

### Course Contents

**Theory** **30 hrs.**

**Unit 1: Tourism and sustainable development** **6 hrs.**

- 1.1 Concept of tourism system from different perspectives: functioning tourism system, three component system with dynamic, static & Consequential components, tourism system model
- 1.2 Multiplier positive and negative impacts of mass tourism (economic, social, environmental)
- 1.3 Concept of sustainability, triple bottom line, sustainable development and UN's sustainable development goals
- 1.4 Current challenges of sustainable development (climate change, environmental degradation, globalization, war, inequality)

**Unit 2 Responsible tourism as a movement****7 hrs.**

- 2.1 History, definitions, and principles of responsible tourism
- 2.2 Alternative tourism and their principles (regenerative tourism, sustainable tourism, ecotourism, green tourism, community based tourism, pro-poor tourism)

**Unit 3 Issues in responsible tourism****7hrs.**

- 3.1 Issues of social responsibility: heritage and authenticity; the host-guest relationship; hedonism; child protection; volunteering; discriminations; harassment
- 3.2 Issues of economic responsibility: inclusiveness, distribution of costs and benefits of tourism, economic leakage
- 3.3 Issues of environmental responsibility: greening businesses, animal welfare, responsible aviation, ecotourism and certification, climate change and tourism

**Unit 4: Responsibilities of various stakeholders for sustainable tourism development 10 hrs.**

- 4.1 Responsibilities of travel agents, tour operators and tour/trekking guides
- 4.2 Responsibilities of hotel/lodge managers
- 4.3 Responsibilities of host communities
- 4.4 Responsibilities of guests
- 4.5 Role of various organizations in responsible tourism development in Nepal
  - 4.5.1 National Planning Commission
  - 4.5.2 Ministry of Culture Tourism and Civil Aviation
  - 4.5.3 Department of National Parks and Wildlife Conservation
  - 4.5.4 Civil Aviation Authority of Nepal
  - 4.5.5 Nepal Tourism Board
  - 4.5.6 Heritage Site Development Trusts
  - 4.5.7 Private sector and civil associations
  - 4.5.8 Provincial and local government bodies
  - 4.5.9 Education and Training institutions
  - 4.5.10 Bilateral and multilateral development agencies
- 4.6 Concept of corporate social responsibility and its application in hospitality and tourism in Nepal

**Practical****60 hrs.**

1. Evaluate the existing tourism and hospitality operations from sustainability and regenerative perspective
2. Develop a code of conduct to be implemented by different tourism stakeholders for responsible tourism
3. Demonstrate the ability to communicate and work with people of various cultures

### **Consider the following things during practical work**

#### **Note to the instructor:**

Organize the students in groups of maximum 5 and have them visit a local tourism destination.

Guide the students to use multiple sources to collect following information of the destination:

- a) Information about local flora and fauna in local tourist destination
- b) Information about local cultural attractions (tangible & intangible) in local tourist destination
- c) Information about local host community and its norms
- d) Information about existing tourist products and services in the local tourist destination
- e) Issues in responsible tourism development in the local tourist destination
- f) Different stakeholders involved in tourism and benefit sharing mechanisms
- g) Health and hygiene security practices of local hotel/restaurant
- h) Waste management practices of local hotel/restaurant
- i) Energy conservation practices of local hotel/restaurant
- j) Visitor management practices of local destinations
- k) Culture conservation practices of local communities
- l) Corporate social responsibilities practices by leading hotels/travel and tour agencies
- m) Sustainable tourism initiatives of local government
- n) Potential technologies for sustainable tourism development

Assign each group with one of the various tourism stakeholders (host community, local government, hotel/lodge/homestay, restaurant, tour operator, tourist guide, and visitors, other relevant organizations). Using the principals of responsible tourism, develop a code of conduct to be implemented by various stakeholders (host community, local government, hotel/lodge/homestay, restaurant, tour operator, tourist guide, visitors, other relevant organizations) during the local on-site visitor experience that showcases the local region.

Help them to develop observation guide, and interview questionnaire to assess the intentions and actions of different stakeholders from the perspective of responsible tourism. Provide them a field report and presentation format to help them develop a field report at the end of the course using concepts they have learned in their theory class.

**Note to the students:**

The students will make multiple visits to the local destination to collect information necessary to prepare the field report under the guidance of instructor. Students will compile above information in the form of fact sheets in their report. Based on above information, students will develop code of conduct to be implemented by the stakeholder group assigned to them by the instructor. The report of each group needs to include introduction, current challenges and threats for sustainable tourism development, current responsible tourism actions implemented by the stakeholder and the recommended code of conduct for sustainable and regenerative tourism development in the area.

The students will organize an exchange workshop, inviting local tourism stakeholders and present their findings and recommendations to them as their final project presentation.

**References:**

- Bellato, L., Frantzeskaki, N., & Nygaard, C. A. (2023). Regenerative tourism: A conceptual framework leveraging theory and practice. *Tourism Geographies*, 25(4), 1026-1046.
- Goodwin, H. (2016). *Responsible tourism: Using tourism for sustainable development* (2nd ed.). Goodfellow Publishers.
- Goodwin, H. (2022). Responsible tourism. In D. Buhalis (Ed.), *Encyclopedia of tourism management and marketing*. Edward Elgar Publishing.
- Nepal, S. K. (2022). The quest for sustainable tourism in Nepal. *Current History*, 121(834), 147-153.
- Nyaupane, G. P., & Thapa, B. (2004). Evaluation of ecotourism: A comparative assessment in the Annapurna Conservation Area Project, Nepal. *Journal of Ecotourism*, 3(1), 20-45.
- Wall, I. (2020). The development of sustainable and responsible tourism in Nepal. *Nepal Mountain Academy*, 19.
- Wood, M. E. (2002). *Ecotourism: Principles, practices & policies for sustainability*. United Nations Environment Programme (UNEP).
- To keep informed of ongoing sustainability practices in the hospitality industry, students and instructors are encouraged to subscribe to any or all of the following industry news services: *Hotel News Now*; *Hotel Management Magazine*; *Hotel Online*; *Hotel Interactive*; *Global Hospitality Resources*; *Travel Market Report*, etc.

### Final written exam marking scheme

<b>Unit</b>	1	2	3	4	<b>Total</b>
<b>Unit hours</b>	6	7	7	10	<b>30</b>
<b>Marks</b>	8	8	10	14	<b>40</b>

## Project Work

**Year: III**  
**Semester: VI**

**Total: 14 hrs./ w**  
**Theory: 0 Hrs./ w**  
**Practical: 14 Hrs./w**

Work on a project in a given field based on the knowledge and skills you have studied in college and in the industry. This project is divided into two parts. Prepare project work in any one of the two. When working on the project, prepare the work report by inevitably including the bases given.

### **1. Food and Beverage Management.**

#### **Bases/contents for F&B Management**

- Develop standard recipe for four courses Nepali Menu.
- Develop a Menu card for four courses Nepali food.
- Interpret menu engineering aspect used to develop four courses menu.
- Develop measuring tools for hygiene and food safety in kitchen.
- Prepare Strategies to control nutrients in food and beverages.

### **2. Accommodation Management**

#### **Bases/contents for F&B Management**

- Develop guest room key control plan.
- Interpret Guest cycle.
- Develop guest laundry cycle.
- Develop measures to handle guest complaints.
- Develop monthly cleaning schedule in hotel.
- Develop SoPs for Front office department.

### Material, Equipment and Machine

S. N.	Bakery Tools and Equipment	QTY
1.	Aluminum pot (big)	4
2.	Baguette Tray	4
3.	Baking oven/ Double Deck	1
4.	Baking tray	12
5.	Baking tray Rack (cooling rack)	2
6.	Blow torch	4
7.	Bread Knife	6
8.	Bread mould	40
9.	Cake ring open(1 pound)	6
10.	Cake ring open(2 pound)	6
11.	Cake stand	4
12.	Calculator	6
13.	Caramel mould	24
14.	Chef Knife	6
15.	Chest Deep Fridge	1
16.	Chopping board (white)	6
17.	Chopping board (wooden)	6
18.	Conical strainer (big)	4
19.	Cookie Cutter	3 set
20.	Delivery crate ( big)	4
21.	Delivery tray square	50
22.	Dough machine ( planetary)	1
23.	Dough sheeter	1
24.	Doughnut fry pan	2
25.	Dust bin big	4
26.	Flour bin (big)	4
27.	Fruit cake mould	6
28.	Fruits Scoop	6
29.	Grater	4
30.	Insect Killer (Blue light)	2

31.	Ladle (Sauce)	2
32.	Measuring jug	6
33.	Micro wave oven	2
34.	Mould small (pralines)	12
35.	Mould small rubber (pralines)	12
36.	Mousse Glass	24
37.	Muffin mould	24
38.	Notice board	2
39.	Paper rack	1
40.	Paring knife	6
41.	pastry brush	6
42.	pastry knife	6
43.	Pastry pallet knife (big)	6
44.	Pastry pallet knife (small)	6
45.	Pen holder cup	1
46.	Pie mould (Big)	6
47.	Pie mould (small)	6
48.	Piping bag(disposal)	100 pc
49.	Plastic bowl	6
50.	Plastic container	24
51.	Plastic Egg basket	3
52.	Plastic Scrapper and Metal Scrapper	24 and 12
53.	Proving chamber	1
54.	Rolling cutter	6
55.	Rolling pin	6
56.	Rubber Spatula	10
57.	Silicon mat	6
58.	Standing Chiller	1
59.	Steel bowl (small)	24
60.	Steel bowl( big)	24
61.	Steel Rack	4
62.	Steel Sauce pan	6

63.	Sugar bin (Big)	4
64.	Table Top Dough Machine	6
65.	Tag machine	2
66.	Tart mould small	6
67.	Telephone	1 set
68.	Wall Clock	2
69.	Wall Fan	4
70.	Weighing Scale big	1
71.	Weighing Scale small	2
72.	Whisk	12
73.	Wooden notice board	2
74.	Wooden Spatula	6
75.	Working table marble (30/72 inch)	2
76.	Working table steel (30/72 inch)	2

S.N.	Equipment	QTY
1	<b>Knife set</b>	As per the no. of students
	Chinese chopper/cleaver	40
	Filleting knife	40
	Peeler	40
	Paring knife	40
	Chef knife	40
2	Steak turner	12
3	Slicer	12
4	Soup ladle	12
5	Wooden spatula	12
6	Stainless steel spatula	12
7	Tong	12
8	Kitchen fork	12
9	Nonstick omelets pan	6
10	Heavy bottom sauce pan	12
11	Chinese wok	12

12	Skimmer	12
13	Stock pot	12
14	Rolling pin (SMALL)	12
15	Lemon squeezer	6
16	Heavy iron frying pan	6
17	Stainless steel bowl (small, medium and large)	48
18	Platter (small and medium)	12
19	Momo steamer (medium)	4
20	Silicon Spatula	12
21	Whisk	12
22	Magnetic knife hanger	4
23	Sharpening tool	4
24	Garbage bin (small and big)	6
25	Mops+ wiper	24
26	Gas lighter (medium)	40
27	Broom	24
28	Cleaning bucket	6
29	<b>Chopping board</b>	
	Red	6
	Green	6
	White	6
	Blue	6
	Yellow	6
	Brown	6
30	Pressure cooker (6 lt)	2
31	Pressure cooker (4 lt)	6
32	Rice cooker (4 lt)	1
33	Refrigerator	2
34	Tandoor	1
35	Chiller	1
36	Can opener (table top)	2
37	Pasta machine	2

38	Waffle machine	2
39	Combi Oven	1
40	Vegetable bucket	10
41	Wooden spatula	12
42	Clock	2
43	Pizza cutter	6
44	Hard brush	2
45	Colander (small, medium and large)	6
46	Paper towel hanger	4
47	Salamander	1
48	Toaster (normal and conveyer toaster)	1
49	Sizzler dish	12
50	Grater	6
51	Working table	6
52	Grinder machine	2
53	Stainless steel rack	8
54	Telephone set	1
55	China cap	6
56	Strainer	6
57	First aid kit box	2
58	Sanitizer box	2
59	Large size handi	4
60	Medium size handi	6
61	Small size handi	6
62	Griller	1
63	Cooking Range (4 burner)	5
64	Micro Oven	1
65	Mincing machine	1
66	Hand blender	2
67	A la carte snack platter	24
68	Condiment bowl	24
69	Roast Pan	4

70	Computer set	as per the no. of students
71	Chef office table	3
72	Pressure cooker	3
73	Lemon Zester	4
74	Wooden Plate	12
75	Wooden Cheese platter	4
76	Hand Dryer	1
77	Medium size mise-en bowl	24
78	Demo Square platter	6
79	(mise-en Tray)	20
80	Staff locker	as per no. of students
81	Stand rack	2
82	Hot Plate with Griddle	2
83	ODC Range	2X4 burners
84	Wooden Pizza Platter	12

### House keeping

S.N.	Equipment	QTY
1	Bed	1 double
2	Dining Table and Chairs	1 set
3	Extra Bed	1 single
4	High pressure Machine	1
5	Housekeeping Cleaning Equipment	as per practice
6	Housekeeping trolley	1
7	Iron	1
8	Linen	1 set
9	Mini Bar	1
10	Room amenities	as per standard
11	Telephone set	1
12	Television	1
13	Vacuum	1
14	Wardrobe	1

15	Washing Machine	1
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**Front Office**

S.N.	Equipment	QTY
1.	Computer Desk	1
2.	File Rack	1
3.	First Aid Box	1
4.	Grooming Kits	1
5.	IDS Software	1
6.	Laptops	1
7.	Lost of Found	1
8.	Photo Copy Machine	1
9.	Printer	1
10.	Safe deposit Box	1
11.	Scanner	1
12.	Sofa	2
13.	Tables	2
14.	Telephone - 3 lines	1
15.	Television	1
16.	Wall Clock	1

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