

1. Program Objectives:

Advanced Diploma in Hospitality by LCCI Nepal is an accredited course externally validated by Scottish Qualifications Authority, Scotland. This program provides the students with knowledge, skills and attitude required by the hospitality industry, which enables them to face the 21st century challenges while working in this resourceful industry. Advanced Diploma in Hospitality management basically focuses on the supervisory aspect of the hospitality industry. This course has been designed to inculcate the operational aspect of the fundamentals of the hospitality industry. The basic framework of this module is designed to make the students enter the hospitality industry in base line and further elevate to the top level managers. Upon successful completion of the designed level students will be able:

- To work in the hospitality industry with specialized knowledge on core departments of a hotel i.e, food production and patisseries, food and beverage service, housekeeping and front office
- To acquire technical, interpersonal and social skill required for the hospitality industry.
- To acquire the basic sales and marketing skills required by the nature of job.
- To understand the customer need and expectations and provide them with a delightful services.
- To develop a positive attitude on service and build self-confidence to handle different situations.
- To have an orientation on the international standard of the customer service
- To find a pathway for career progression and promotion.

2. Course Composition

After a series of research in hospitality education sector, LCCI Nepal has come up with a time tested contemporary course which is highly required by the hospitality industry. LCCI Nepal's Advanced Diploma in Hospitality program is divided into four main components; the compulsory courses, the core courses, the practical work and elective courses.

- A. Compulsory Courses:** Compulsory Courses are designed to provide students with background knowledge on the basics of the hospitality industry. This composition consists of three major components: English for hospitality, Introduction to hospitality and Principles of management
- B. Core Courses** Core courses are designed around the functional areas of hospitality operation. It includes Food Production and Patisseries, Food and Beverage Service, Housekeeping and French for Hospitality.
- C. Optional Courses:** Optional courses are designed to provide additional knowledge and skills required for students to stand out in the industry. These courses are designed with the thought that students can take an additional course which is of their interest.
- C. Value Added Courses:** Every student is required to attain 15 hours "Skills for Employment training program" which is additionally developed to inculcate the interpersonal skills to increase the employability capabilities in an individual
- D. Project Work:** Project work is designed for the students to give an observational frame work of the study. Students are required to visit hospitality industry to observe the operational aspects and submit a report as per the format prescribed by LCCI Nepal and SQA. The report as a project work

will bridge the gap between the theoretical input and the real working environment.

S . No	Course	Credit Hours	Marks
A. Compulsory Course:			
1.	English for Hospitality I & II	6	200
2.	Introduction to Hospitality	2	50
3.	Sales and salesmanship	2	50
4.	Account and Record keeping for Hospitality	3	100
B. Core Course:			
5	Food Production and Patisseries I, II & III	9	300
6.	Food and Beverage Service I, II & III	9	300
7.	Housekeeping Service I & II	6	200
8.	French for hospitality	2	50
9.	Front Office I & II	3	100
C. Optional Course (Any one) :			
10.	Special cuisine	2	50
11.	Tourism Operation Management	2	50
D. Industry Visit and Project Work:			
12.	Industry visit and Project work (The project work will be as per the format prescribed by the institution)	9	300

3. Course Duration

The total course duration is 18 months which is classified into 12 months for theory and 6 months for project and practical. The practical classes includes the industry visit, internship and report writing.

4. Eligibility for Admission

The candidates applying for admission in Advanced Diploma in Hospitality must have fulfilled the following:

1. Successfully completed LCCI Nepal's "Diploma in Hospitality"
2. Successfully passed SLC or other equivalent examinations.

5. Admission Procedure

Candidates seeking admission to "**Advanced Diploma in Hospitality**" should apply in the prescribed form within the stipulated time with applicable fees. The application form should be enclosed along with following documents:

1. Mark Sheet and Certificate of SLC/HSEB or other equivalent Examinations or Mark Sheet and Certificates of LCCI Nepal "Diploma in Hospitality"
2. Two recent passport size photographs
3. Pass certificate / proof of the entry test conducted by LCCI Nepal

6. Attendance:

LCCI Nepal's qualifications are prestigious global certification program which require minimum 80 % attendance in each course to qualify for assessment and certification.

7. Evaluation

Evaluation of the student is conducted internally as well as externally.

1. **Internal Evaluation:** Internal evaluation will be conducted by the respective course instructors of the particular affiliate institution and will

be submitted to the LCCI Nepal head office on a regular basis. The calendar of the program will be distributed from LCCI Nepal's department of academic affairs. The internal evaluation system and procedure will be designed and conducted by the course instructor and the affiliate institution as per the requirement of the course. It is a continuous monitoring of the students' progress. The reports must be submitted to LCCI Nepal on a regular basis.

2. **External Evaluation: External evaluation will** be conducted by LCCI Nepal through external assessment to be conducted by verifiers as appointed by LCCI Nepal.
3. **Practical Evaluation:** Practical evaluation will be conducted by the centre/site as per prescribed format by LCCI Nepal. Practical examination will be conducted under the supervision of the verifier as appointed by LCCI Nepal.
4. **Project Work:** The evaluation of the Project Report under the Project Work will be evaluated by verifiers as appointed by LCCI Nepal.

8. Marking and total course weightage:

Marking scheme for the purpose of internal and external evaluation has been designed as follows:

First Term

S. No	Course Code	Subject	Theory		Practical		Total
			Internal	External	Internal	External	
1	H6VV 04	English for Hospitality I	10	60	30	NA	100
2	H6WF 04	Introduction to Hospitality	20	30	NA	NA	50

3	H6W1 04	Food Production and Patisserie I	10	10	50	30	100
4	H6VX 04	Food and Beverage Service I	10	10	50	30	100
5	H6WB 04	French for Hospitality	5	5	25	15	50
Total full marks at this level							400

Second Term

S. No	Course Code	Subject	Theory		Practical		Total
			Internal	External	Internal	External	
1	H6VW 04	English for Hospitality II	10	60	30	NA	100
2	H6W9 04	Sales and Salesmanship	20	30	NA	NA	50
3	H6W2 04	Food Production and Patisserie II	10	10	50	30	100
4	H6VY 04	Food and Beverage Service II	10	10	50	30	100
5	H6WD 04	Housekeeping Service I	10	10	50	30	100
6	H6WC 04	Front Office Operation I	10	10	20	10	50
7	DH 233	Industry Visit and Project work	NA	NA	NA	200	200
Total full marks at this level							700

Third Term

S. No	Course Code	Subject	Theory		Practical		Total
			Internal	External	Internal	External	
1	H6VS 04	Account and Record Keeping for Hospitality	40	60	NA	NA	100

2	ADH313	Front Office II	40	60	NA	NA	100
3	H6W0 04	Food Production and Patisserie III	10	10	50	30	100
4	H6W3 04	Food and Beverage Service III	10	10	50	30	100
5	H6WE 04	Housekeeping Service II	10	10	50	30	100
6	ADH312	Special Cuisine or Tourism Operations Management	5	5	25	15	50
7	ADH333	Industry Visit and Project work III	NA	NA	NA	300	300
Total full marks at this level							850

9. Passing Grade and Grading System

Student must secure minimum marks to pass the final examination

1. Student must secure minimum 40% marks in theory and 60% marks in practical to pass each subject
2. Student must secure minimum pass marks in each individual course. Student must secure pass marks in both theory and practical.
3. Grading will be determined by adding combined marks of theory and practical examinations. The overall grade shall be determined by the total marks obtained in all the subjects. The total percentage will determine the final grade of the students as follows:

More than 80% marks	Grade A: Pass with Distinction
More than 60% to less than 80% marks	Grade B: Pass with Merit
More than 40 to Less than 60% marks	Grade C: Pass
Below 40 % marks	Grade D: Fail

10. Failing in a Final Examination

In case of failure in one or more courses in final examination students can appear in a re-examination arranged by LCCI Nepal.

1. Failure to secure minimum pass marks in either theory or practical will be considered as fail in the subject. Failure in a subject requires re-examination in both theory and practical.
2. The re-examination shall be permitted to the student up to maximum of 3 attempts or within maximum duration of 3 years (from the date of enrolment). In such re-examination student must pay the examination fee as prescribed by LCCI Nepal.

11. Certification

Upon Successful completion of the programme, student shall be awarded with “Advanced Diploma in Hospitality” by LCCI Nepal and Scottish Qualifications Authority.

English for Hospitality I

Course Code: H6VV 04	Nature of Course: Compulsory	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objectives:

This course has been introduced to incorporate Basic English language in both written and spoken. English as an international language is an essential component of any hospitality business. After the successful completion of the course, students will be able to use positive body language, able to communicate in English language with each other, participate in discussions and write important hospitality communications.

Course Contains:

Theory	Practical
UNIT 1. Comprehension of the language-LH 12 <ul style="list-style-type: none">- Basics of English language, construction and formats of English sentences- Read a given passage and answer the questions- Write notes on given topics- Summarize the given passage- English for working in restaurant and hotel	<ul style="list-style-type: none">- Use of positive body language, while communicating face to face- Able to understand verbal questions and answer the questions asked- Participate in role plays, group discussions, debates and presentations

<p>UNIT 2. Writing Skill -LH 10</p> <ul style="list-style-type: none"> - Write applications and letters - Use of simple present, past and future tenses in writing - Composition of passage 	<ul style="list-style-type: none"> - Write applications and letters (e.g Job application, leave application, letter of reservation, room confirmation) - Write an essay in given topics with minimum 500 words as home assignment
<p>UNIT 3. Speaking-LH 12</p> <ul style="list-style-type: none"> - Understand the importance of effective speaking - Identify the ways to improve English speaking skills - Use of words and vocabulary - Use of hospitality terminologies 	<ul style="list-style-type: none"> - Listen to any professional speech, try to understand and answer the questions - Presentation session with feedbacks - Role play by creating various hospitality related scenarios
<p>UNIT 4. Listening-LH11</p> <ul style="list-style-type: none"> - Understand the importance of effective listening - Ways to improve listening skills - Listening to conversations and giving right response 	<ul style="list-style-type: none"> - Use various recordings, or visuals where students can listen to conversation and comprehend the same in their own language - Students must be given tasks to answer various questions after listening to conversations - Role play by creating various hospitality related scenarios

Introduction to Hospitality

Course Code: H6WF 04	Nature of Course: Compulsory	Credit Hours: 2
Full Marks: 50	Pass Marks: 20	

Course Objectives:

This course gives an insight and meaning to the hospitality business and its components. After the successful completion of the course, students will be able to understand the meaning of hospitality, orientation of hospitality in the entire tourism cycle, nature of the hospitality business and the career opportunities in the hospitality industry. This course will also help students with an overview of the hospitality industry with different market segments and varied opportunities.

Course Contains:

Theory	Practical
UNIT 1. Introduction -LH 4 - Understand the meaning of hospitality and Service - Types of Hospitality (Social hospitality, Personal hospitality, commercial hospitality)	- Collect articles on Hospitality from any book, website, Journal or any Magazine and compare the theory learnt and your findings in 300 words
UNIT 2. Hospitality Industry -LH 4 - Components of hospitality industry - Travel and Tourism - Accommodation - Catering - Meeting and convention	- Students must prepare a file containing interesting travel and tourism pictures, places of attractions, travel business, activities, etc. to acquire knowledge about current events

<p>UNIT 3. Nepalese Hospitality-LH 6</p> <ul style="list-style-type: none"> - Concept of Nepalese Hospitality - Culture, heritage and social Hospitality of the Sherpas, Tamangs, Gurungs and Thakalis - Regional Hospitality (Hill and Terai) - Gender and Hospitality - The concept of sacred and secular food - Ethno-food (Sherpa, Newar and Tharu Food) - Regional food (Far western, Western, Eastern) <p>Note - <u>For international students only</u></p> <ul style="list-style-type: none"> - Regional Hospitality of their particular territory 	<ul style="list-style-type: none"> - Identify any tourist destination in Nepal, make an itinerary, visit the destination and collect information on the methods and types of hospitality that the community is offering in the particular place. Make a report and present in the classroom
<p>UNIT 4. Travel and Tourism -LH 4</p> <ul style="list-style-type: none"> - Meaning and concept of tourism - Components of tourism - Tourist and their classification - Cultural differences and interest of tourists 	<ul style="list-style-type: none"> - Identify different type of tourists arriving in your country and their cultural differences
<p>UNIT 5. Career prospects in hospitality -LH 4</p> <ul style="list-style-type: none"> - Career options - Attributes of hospitality employees 	<ul style="list-style-type: none"> - Students will visit different websites, newspapers and understand the attributes required to work in hospitality industry

<p>UNIT 6. Catering Industry-LH 4</p> <ul style="list-style-type: none"> - Meaning - Types and classification of catering industry 	<ul style="list-style-type: none"> - Identify different types of catering industry available in your city
<p>UNIT 7. Accommodation -LH 4</p> <ul style="list-style-type: none"> - Hotels - Organization and departments of a hotel - Classification and types of a hotel 	<ul style="list-style-type: none"> - Make a comparative study of the organization chart of any of the medium and large hotel of your city.

Food Production & Patisserie I

Course Code: H6W1 04	Nature of Course: Compulsory	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objectives

This course is designed to impart knowledge about the duties and responsibilities of Food Production and Patisserie department of the hospitality establishment. It also provides with the fundamentals of culinary arts required for all kind of kitchen operations. This course will also provide with the history and influences of ethnic cuisine round the world. Besides this, the course will also impart important information about keeping and maintaining hygiene in the kitchen.

Theory	Practical
UNIT 1. Introduction -LH 8 -Types of kitchen and layouts - Understand and realize the importance of cooking - Modern kitchen brigade - Basic culinary terms	- Basic grooming and department: Wearing chefs uniform and understanding the importance - Practice basic culinary terms - Make a layout of the modern kitchen
UNIT 2. Basic Hygiene and HACCP system-LH 8 - Basic critical control points (HACCP) - Types of Hygiene - Personal hygiene - Kitchen hygiene - Food hygiene	- Maintain personal hygiene - Involve in cleaning kitchen and kitchen equipments - Practice food hygiene techniques and make a project on how the hotels are applying on food safety and hygiene

<p>UNIT 3. Food commodities -LH 9</p> <ul style="list-style-type: none"> - Identification of food commodities and their use in cooking: vegetables, cereals and flours, milk and milk products, fruits and nuts, poultry, games, eggs, meat, fish and sea food - Raising agents - Fats and oils - Spices and herbs 	<ul style="list-style-type: none"> - Identification of commodities - Find the selection guidelines of the commodities - Go to a grocery shop and see any 10 types of spices and 10 types of herbs
<p>UNIT 4. Cooking equipments/Basic Vegetable cuts-LH 10</p> <ul style="list-style-type: none"> - Identification of equipments used in kitchen and Pastry department - Different types of vegetable cuts and their uses 	<ul style="list-style-type: none"> - Identification of kitchen tools, equipments and machinery - Proper use and care of the equipments - Handling of knife and basic cuts of vegetables - Prepare in the kitchen four three course continental menu as per LCCI Nepal's standard menu format
<p>UNIT 5. Patisserie -LH 10</p> <ul style="list-style-type: none"> - Introduction of Patisserie department - Jobs and responsibilities of pastry chef - Identification of the tools and equipments used in patisserie works 	<ul style="list-style-type: none"> - Preparing basic bread dough, pastas, pies and pudding

Food & Beverage Service I

Course Code: H6VX 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objective

The subject will impart knowledge about the duties and responsibilities of Food and Beverage Service department. It provides a learners skill of working at the entry level in Food and Beverage service department and also imparts the basic restaurant procedures for different types of F & B setup.

Theory	Practical
UNIT 1. Introduction to catering and hotel industry-LH 15 <ul style="list-style-type: none">- Introduction- Classification of catering establishment- Types of Food & Beverage outlets- Food and Beverage facilities- Grooming, hygiene, sanitation and basic etiquettes- Team work, attitude, discipline and courtesy	<ul style="list-style-type: none">- Presenting to the class professional and casual dressing- Showcasing what kind of attire learners need to wear while working in F&B service- Demonstration of maintaining good personal hygiene- Knowledge about restaurant Mise-en-place- Knowledge about restaurant Mise-en-scene- Setting side board, managoy side board- Laying table cloths, napkin folds 15 basic- Able to handle plate- Involve in cleaning and managing service equipment- Setting cover -Table D'hôte cover- Full Service sequence
UNIT 2. Restaurant Service Equipment-LH 15 <ul style="list-style-type: none">- Introduction- Chinaware/Glassware/Flatware (cutlery or silverware)- Holloware/service trolleys- Restaurant furniture- Restaurant linen	
UNIT 3. Restaurant Procedures-LH 15 <ul style="list-style-type: none">- Introduction and Briefing- Mise-en-place and Mise-en-scène- Side board, setting cover and preparing trolley- Operational and service sequence- Napkin folding-principles	

French for Hospitality

Course Code: H6WB 04	Nature of Course: Core Course	Credit Hours: 2
Full Marks: 50	Pass Marks: 20	

Course Objectives

The objective of this course is to impart the basic knowledge about French language required to work at the entry level in hospitality industry. Students will be able to learn and be able to work in multicultural environment especially in places where French is commonly used. It is also important for students to realize that French language is a widely used language all across the globe especially in hospitality sector. After the completion of the course, students will be able to understand the basic gesture, culinary terms and the other basic terminologies used in hotel industry.

Theory	Practical
UNIT 1. Introduction -LH 8 - Introduction to French Language - Guide to accents and pronunciation	- Identify French alphabet and their pronunciation - Understand French words - Able to pronounce French words
UNIT 2. French etiquettes -LH 4 - Gestures	- Demonstrate positive body language while communicating through French language
UNIT 3. Hotel terminology used at-LH 8 - Front Office - Kitchen (Culinary Terms) - Service - Housekeeping	- Understand and be able to communicate - Demonstrate the understanding of French terms used in front office, kitchen, service and housekeeping sections

<p>UNIT 4. Communication -LH 10</p> <ul style="list-style-type: none"> - Negative and positive expression - Basic vocabulary regarding hospitality - Construct simple sentences 	<p>Understand and be able to communicate:</p> <ul style="list-style-type: none"> - Greeting - Counting - Days, months, time, weather - Situational conversation for hotel
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English for Hospitality II

Course Code: H6VW 04	Nature of Course: Compulsory	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objectives:

This course is introduced to make the students able to successfully interact with the clients and impart the basic communication skills required to increase their employability. The objectives of the course are analyzed on the ability to provide information and advice to the customers, able to communicate to solve problems relating to customer dissatisfaction, understand the importance of successful interaction through English and communicate in given situation accurately.

Theory	Practical
UNIT 1. Comprehension of the language -LH 12 - Read a given passage and answer the questions - Summarize the given passage with advance terminologies, and sentences - Use sequence of tenses	- Presentation on given topic for about 5 minutes by each student - Power Point presentation on given topics
UNIT 2. Writing Skill -LH 12 - Writing applications, letter writing, report writing - Writing an effective CV - Writing menu and message slips	- Prepare bio-data - Write job application letter - Write notes from a given text - Write essay on given topics with minimum 1000 words - Write a report on a given practical assignment

<p>UNIT 3. Grooming -LH 7 - Positive and negative qualities of communication</p>	- Use of positive body language, while communicating face to face and over telephonic conversation
<p>UNIT 4. Listening Skills -LH 7 - Effective listening and clear understanding - Forecast of next speech</p>	- Use audio or video to hear and listen about the hospitality activities and recall what was just played
<p>UNIT 5. Speaking Skills-LH 7 - Correct Pronunciation - Sequence of sentences</p>	- Role plays and group activity by creating scenario by acting as hotel staff and guest

Sales and Salesmanship

Course Code: H6V9 04	Nature of Course: Compulsory	Credit Hours: 2
Full Marks: 50	Pass Marks: 20	

Course Objectives:

The main objective of the course is help student to acquire basic knowledge of marketing and sales required to be employed in hospitality industry, acquire knowledge of selling, develop skill for salesmanship, understand environmental influences on the purchase decision process and understand the significance of using presentation skills in sales business.

Theory	Practical
UNIT 1. Introduction -LH 4 - Meaning of sales and marketing - Marketing functions - Marketing mix	- Make a Marketing mix diagram and identify different components of each mix
UNIT 2. Customers -LH 4 - Meaning and types of customers - Buying decision process - Factors influencing buying decision	- Make a diagram on the factors influencing the buying decision of people
UNIT 3. Product /service-LH 2 - Meaning of product and service - Service product and nature - Brand and quality of service	- Able to explain meaning of product, types of product and explain the features of service product

<p>UNIT 4. Place/channel of distribution -LH 4</p> <ul style="list-style-type: none"> - Meaning of channel of distribution - Channel of distribution in hospitality - Importance of channel members in hospitality 	<ul style="list-style-type: none"> - Understand the meaning and importance of distribution in hospitality
<p>UNIT 5. Promotion -LH 6</p> <ul style="list-style-type: none"> - Promotion mix: Advertisement, public relation, personal selling and sales support - Printed materials used in service industry 	<ul style="list-style-type: none"> - Make a promotion campaign of a hospitality business of your interest and present in group
<p>UNIT 6. Price -LH 4</p> <ul style="list-style-type: none"> - Pricing in hospitality - Pricing strategy 	<ul style="list-style-type: none"> - Prepare one service business and breakdown the pricing of the services based on market
<p>UNIT 7. Selling and salesmanship -LH 6</p> <ul style="list-style-type: none"> - Importance of selling - Service of sales process and techniques - Basics of salesmanship 	<ul style="list-style-type: none"> - Identify one product/ service and make a list of requirements to make a sales of it.

Food Production & Patisseries II

Course H6W2 04	Code:	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100		Pass Marks: 40	

Course Objectives

The course will impart knowledge about the duties and responsibilities of Food Production and Patisserie personal. It provides the skills of working at the entry level independently and ability to work as Commis. The course also imparts basic knowledge on the foundation of continental cookery and elementary nutrition of the food.

Theory	Practical
UNIT1. Introduction of Cooking -LH 9 <ul style="list-style-type: none">- Methods and types of cooking- Objectives/purpose of cooking- Rules of cooking- Basic Culinary Terms	<ul style="list-style-type: none">- Prepare any 3 items from each type of cooking applying water, fat and dry media of cooking and prepare the recipe card of each item prepared
UNIT 2. Foundation of Continental Cookery-LH 12 <ul style="list-style-type: none">- Stock (definition, Types, preparation guidelines, recipes, qualities)- Sauces (definition, types of mother sauce, derivative recipes, qualities)- Soups (definition, types, recipes, preparation and making a good soup)- Accompaniments (definition, function and examples)- Garnishes (definition, functions and examples)	<ul style="list-style-type: none">- Prepare white and brown stock- Prepare basic mother sauces- Prepare basic soups- Prepare different garnishes

<p>UNIT 3. Elementary Nutrition -LH 12</p> <ul style="list-style-type: none"> - Proteins - Carbohydrate - Fats - Vitamins - Minerals and water 	<ul style="list-style-type: none"> - Make a four course continental menu and calculate the total calorie in the meal
<p>UNIT 4. Patisserie-LH 12</p> <ul style="list-style-type: none"> - Basic principles of bakery - Dough: methods, products - Batters: methods, products - Knowledge about patisserie - Introduction to dough types, fault in dough, - Introduction to pastes, types, fault in pastas. 	<ul style="list-style-type: none"> - Prepare basic bread dough, pastas, pies and pudding. - Preparing pastry items

Food & Beverage Service II

Course Code: H6VY 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objective

The subject will impart knowledge about the duties and responsibilities of Food and Beverage Service personal. It provides skills of working at the entry level in Food and Beverage service department independently.

Theory	Practical
UNIT 1. Competency and Understanding of food service professionals-LH 10 <ul style="list-style-type: none">- Introduction- Understanding product and service- Understanding needs and wants of customer- Providing good guest experience- Meal experience	<ul style="list-style-type: none">- A - La - Carte cover- English breakfast cover- American breakfast cover- Continental breakfast cover- Indian breakfast cover- Hi tea cover- Service of platter to plate- Menu Designing- Sequence of service platter to plate- Taking guest reservation- Order taking and recording- Order processing- Preparing of bill
UNIT 2. F&B Operation organization and responsibilities -LH 12 <ul style="list-style-type: none">- Organization and corporate structure- Job Descriptions and job specifications- Responsibilities and influence of F & B service operation- Associated departments and co-ordination	

<p>UNIT 3. Types of services-LH 11 American , English service</p> <ul style="list-style-type: none"> - Russian, French service - Silver, buffet service - Gueridon or trolley service - Room service - Cafeteria or counter service 	<ul style="list-style-type: none"> - Presenting and enhancing guest comment card and bill - Seeing off the guest
<p>UNIT 4. Menu Design -LH 12</p> <ul style="list-style-type: none"> - Types of menu - Points to be considered while designing a menu - Components of menu - Different menu designs - Calculation of food cost and selling cost 	<ul style="list-style-type: none"> - Design a Table d’hote menu and an A la carte menu for a fine dining restaurant of any cuisine of your interest and present in the classroom.

Housekeeping Service I

Course Code: H6WD 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objective

This course will impart knowledge about the duties and responsibilities of Housekeeping Service Department. It provides skills of working at the entry level. After the successful completion of this course, students are expected to understand the basic responsibilities of Housekeeping department, duties and responsibilities of staff, different types of rooms in the hotel and the basic cleaning procedure.

Theory	Practical
UNIT 1. Introduction -LH 9 <ul style="list-style-type: none">- Functions and responsibilities of housekeeping service department- Interdepartmental coordination- Housekeeping terminologies- Layout of housekeeping department- Attributes of housekeeping staff	<ul style="list-style-type: none">- Identify the different layout of housekeeping departments from books or from Journals- Know to wear the correct uniform for housekeeping- Practice at least 30 terminologies used in housekeeping department
UNIT 2. Duties and Responsibilities of Housekeeping staff-LH 4	<ul style="list-style-type: none">- Use of cleaning materials and equipments
UNIT 3. Cleaning -LH 10 <ul style="list-style-type: none">- Need and importance of cleaning- Equipment used in cleaning	<ul style="list-style-type: none">- Use of cleaning agents- Involve in guest room, washroom, and public area cleaning

<ul style="list-style-type: none"> - Methods and types of cleaning - Understand the use and purpose of cleaning tools and equipment. - Furniture cleaning, metal cleaning, glass /window cleaning, carpet cleaning and stain removal - Safety, awareness and first aid - Safety, accident and fire procedues - Security of guest and public area 	<ul style="list-style-type: none"> - Cleaning floor, glass, metal and furniture - Inspection of guest room and public area with the help of the checklist - First Aid
<p>UNIT 4. Guest Room-LH 10</p> <ul style="list-style-type: none"> - Meaning of guest room - Layout of room - Types of guest room - Contents and supplies for a guest room - Types of Bed - Bed making 	<ul style="list-style-type: none"> - Cleaning of guest room - Cleaning of bathroom area - Cleaning of carpets - Bed making for 2 sheets
<p>UNIT 5. Safety Measure and Security-LH 6</p> <ul style="list-style-type: none"> - Introduction - Safety rule of housekeeping department and security - Types of Key - Key control 	<ul style="list-style-type: none"> - Know different types of keys and handling procedures

UNIT 6. Cleaning-LH 6 <ul style="list-style-type: none"> - Introduction and meaning - Methods of cleaning - Types of cleaning - Cleaning equipment's - Cleaning agents 	<ul style="list-style-type: none"> - Practice brooming, mopping, dusting, scrubbing, polishing, vacuuming,
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Front Office Operation I

Course Code: H6WC 04	Nature of Course: Compulsory	Credit Hours: 2
Full Marks: 50	Pass Marks: 20	

Course Objectives

This course will impart knowledge about the duties and responsibilities of front office department. This course fundamentally covers knowledge, skills and attitude required while working in the front office department. At the end of this course, students are expected to understand the entire guest cycle which consists of reservation, registration, guest stay and departure.

Theory	Practical
UNIT 1. Unit 1. Introduction -LH 6 <ul style="list-style-type: none"> - Introduction to front office department - Role and importance of front office department - Organization chart of the front office department - Duties and responsibilities of front office personnel 	Learn the basic call handling <ul style="list-style-type: none"> - Receiving telephone calls - Making wake-up calls - Preparing wake-up call chart
Unit 2. Front Office layout-LH 4	<ul style="list-style-type: none"> - Design a layout of front office department incorporating, lobby, bell desk, reception, business centre and offices.

<p>Unit 3. The Guest Cycle – LH 4</p> <ul style="list-style-type: none"> - Pre-arrival - Arrival - Occupancy - Departure 	<ul style="list-style-type: none"> - Make a guest cycle chart and discuss the different activities to be performed during each stage of the cycle
<p>Unit 4. Reservation-LH 6</p> <ul style="list-style-type: none"> - Modes of reservation - Sources of reservation - Types of reservation - Cancellation and Amendment 	<p>Understand Reservation Process</p> <ul style="list-style-type: none"> - Taking reservation - Making amendments, cancellations - Preparing reservation forms
<p>Unit 5. Reception -LH 6</p> <ul style="list-style-type: none"> - Preparation of guest arrival (Walk-in, with reservation, groups) - Standard Operating Procedures (check-in) - Skills & Equipments - Creating guest folio - Updating guest folio 	<p>Understand the Registration Process</p> <ul style="list-style-type: none"> - Check-in different types of guests - Preparing different forms and vouchers - Preparing errand cards
<p>Unit 6. Basic attributes of Front office staff and Guest Complaint handling -LH 4</p>	<ul style="list-style-type: none"> - Case studies for different types of guest complains

Account & Record Keeping for Hospitality

Course Code: H6VS 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objectives

This course is designed to incorporate the basic knowledge on hospitality accounting concepts and procedures. Emphasis is given to the processing of hospitality financial data and the flow of financial information, which results in the production of financial statements. The content is especially designed for student attending courses related to managerial aspects of the hospitality industry.

This course aims to provide basic knowledge on: accounting procedures, record keeping, calculation of percentage and find out the net and commissionable price, calculation of VAT and Tax, and computer application for data entry and present record.

Theory	Practical
UNIT 1. Introduction to accounting-LH 5 <ul style="list-style-type: none">- Understanding of accounting terminologies- Objectives of accounting- Limitations of accounting- Classification of accounts- Accounting system	Entry office record/data <ul style="list-style-type: none">- Identify the journals and ledger books
UNIT 2. Hotel Accounting System -LH 5 <ul style="list-style-type: none">- Hotel accounting system- Night audit and its functions- Revenue and non-revenue earning departments of hotel- Visitors Tabular Ledger (VTL)	Hotel Accounting <ul style="list-style-type: none">- Prepare VTL- Calculate Hotel (meal) Plan (EP, BB, MAP and AP) from given room rate- Calculate room rate on per person on double/twin share basis and single supplement

<ul style="list-style-type: none"> - Hotel (Meal) Plan - Basic concepts about VAT, service charge and other taxes 	<ul style="list-style-type: none"> - Calculate VAT and Tax on the given hotel rate - Calculate commission payable and receivable from given rate - Calculate net payable and receivable amount
<p>UNIT 3. Journal (Primary Book)-LH 5</p> <ul style="list-style-type: none"> - Meaning and definition - Format of Journal - Rule of debit and credit - Opening entry, simple entry and compound entry 	<ul style="list-style-type: none"> - Posting in journal
<p>UNIT 4. Ledger (Secondary Book)-LH 5</p> <ul style="list-style-type: none"> - Meaning - Format - Posting 	<ul style="list-style-type: none"> - Posting in Ledger
<p>UNIT 5. Subsidiary Book-LH 5</p> <ul style="list-style-type: none"> - Need and use - Purchase book - Sales book - Purchase return book - Sales return book 	<ul style="list-style-type: none"> - Prepare different accounts
<p>UNIT 6. Cash Book-LH 5</p> <ul style="list-style-type: none"> - Meaning - Advantage - Petty Cash Book 	<ul style="list-style-type: none"> - Prepare petty cash account

<p>UNIT 7. Bank Reconciliation-LH 5</p> <ul style="list-style-type: none"> - Meaning - Reason for difference in pass book and cash book 	<ul style="list-style-type: none"> - Find the difference in cash and pass book making the bank reconciliation
<p>UNIT 8 Trial Balance-LH 5</p> <ul style="list-style-type: none"> - Meaning - Method - Advantage 	<ul style="list-style-type: none"> - Prepare the basic trial balance
<p>UNIT 9. Income statement (Basic)-LH 5</p> <ul style="list-style-type: none"> - Profit and loss account - Balance sheet 	<ul style="list-style-type: none"> - Prepare income statement format and post the transaction

Front Office Operation II

Course Code: HEOR 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objectives

This course is designed to impart basic knowledge required to work at the entry level in the front office department. It provides the required knowledge, skills and attitude while working in a entry level of the front Office department of the Hotel. After the successful completion of the course, the students are able to understand the fundamental functions of front office such as the job and responsibilities of bell desk, guest check in and checkout procedures and settlement of the accounts.

Theory	Practical
UNIT 1. Lobby and bell desk operation -LH 12 <ul style="list-style-type: none">- Role of lobby and bell desk manager- Role of guest relation executive- Handling VIP and CIP- Staff duty roaster- Luggage handling procedure- Bell desk forms and formats	<ul style="list-style-type: none">- Fill up the Errand cards- Identify the tools and equipment used- Make the duty roaster of front office department
UNIT 2. Categories of room -LH 5 <ul style="list-style-type: none">- Types of room- Room symbols	<ul style="list-style-type: none">- Assign room symbols to the different category of rooms
UNIT 3. Room Tariff and Plan-LH 10 <ul style="list-style-type: none">- Room rates- Type of Plan: EP, BB, MAP,CP and AP	<ul style="list-style-type: none">- Calculate room rate on EP, BB, MAP and AP- Calculate the discount, commission and required rate- Calculate VAT and Tax

<p>UNIT 4. Front office Accounting-LH 12</p> <ul style="list-style-type: none"> - Accounting fundamental - Hotel credit management - Guest folio - Tracking transaction - Meaning of credit control 	<ul style="list-style-type: none"> - Handle reservation request. Prepare reservation - Prepare guest history card - Update the guest credit - Prepare the guest folio - Settlement of guest outstanding
<p>UNIT 5. Guest Check-out-LH 6</p> <ul style="list-style-type: none"> - Guest bell down procedures - Left luggage procedure 	<ul style="list-style-type: none"> - Fill up the guest errand cards - Fill up the left luggage form

Food Production & Patisserie III

Course Code: H6W3 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objectives

This course is designed to inculcate the supporting skills required for the Kitchen. It provides the skills for working in the kitchen independently and with ability to supervise subordinates. This course provides students with the opportunity to manufacture processed food under simulated industry in compliance with legal requirements. Students will be involved in production runs of different food product.

Theory	Practical
UNIT.1 Introduction -LH 8 <ul style="list-style-type: none">- Recipe- Standard Recipe card- Importance of recipe card- Food cost calculations	<ul style="list-style-type: none">- Make a recipe card format- Make the recipes of at least 10 items in the standard recipe card- Calculate food cost and cost percentage- Prepare three course meals 7 sets of 3 course meal: Nepali, Mexican, Chinese, and Continental food
UNIT 2. Accompaniments and Garnishes -LH 6 <ul style="list-style-type: none">- Definition of accompaniments and garnishes- Basic accompaniments- Basic garnishes	<ul style="list-style-type: none">- Make any 10 accompaniments and garnishes for different food items- Prepare three course meals: Nepali 03 Menus, Mexican 03 Menus, Chinese 03 Menus, and Thai 03 Menus as per the LCCI standard Menu format and recipes

<p>UNIT 3. Storage-LH 8</p> <ul style="list-style-type: none"> - Principle of storage - Types of stores - Lay out and structure of stores - Control procedure - Inventory procedure - Forms and formats used in store - Bin card/store ledger - Function of storekeeper 	<ul style="list-style-type: none"> - Fill up the requisition form and bin cards - Fill the store room ledger - Fill the temperature control charts of the different cold stores
<p>UNIT 4. Cuts of Meat-LH 8</p> <ul style="list-style-type: none"> - Identify the body part of the animal - Cut of beef, pork, lamb, game, chicken - Selection and storage points 	<ul style="list-style-type: none"> - Cuts and identify the different parts of pork, lamb and chicken
<p>UNIT 5. Patisseries and bakeries -LH 8</p> <ul style="list-style-type: none"> - Types 	<ul style="list-style-type: none"> - Prepare breakfast and bakery products
<p>UNIT 6. Food Poisoning -LH 7</p> <ul style="list-style-type: none"> - Definition of food poisoning - Types of food poisoning - Types of bacteria causing food poisoning - Causes and control measures 	<ul style="list-style-type: none"> - Go to a microbiology lab and identify different bacteria causing food poisoning and understand the control measures

Housekeeping Service II

Course Code: H6WE 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objective

This course will impart knowledge about the duties and responsibilities of Housekeeping service department. It provides skill of working at the entry level in Housekeeping department independently. Student will have the opportunity to understand the guest satisfaction level, various types of lodging, housekeeping and the relation among the various departments. Upon completion of this course students will be able to analyze housekeeping standard together with safety and security aspects.

Theory	Practical
UNIT 1. Forms, Formats -LH 7 <ul style="list-style-type: none">- Forms and formats used in housekeeping department	<ul style="list-style-type: none">- Fill all types of forms and formats used in housekeeping department
UNIT 2. Cleaning of guest room-LH 9 <ul style="list-style-type: none">- Room preparing- Bed making- Servicing departure room- Servicing vacant room- Servicing occupied room- Evening service- Bed room, and bathroom cleaning- Replace guest room supplies and amenities- Weekly/spring cleaning- Forms and format	<ul style="list-style-type: none">- Able to handle cleaning process- Bed making by the use of 3 bed sheets- Turndown service

<p>UNIT 3. Handling unusual situation and event -LH 7</p> <ul style="list-style-type: none"> - Guest complains - Lost and Found - Sick Guest - Death of a guest - Skippers - Birth - Fire - Accident - Drunk guest - Threat of Bomb 	<ul style="list-style-type: none"> - Keep detail of the guest during the registration process - Room attendant should keep close watch to the scanty baggage guest
<p>UNIT 4. Pest control and environmental concern-LH 7</p> <ul style="list-style-type: none"> - Types of pests found in hotel and areas of their infection - Environmental concern of the housekeeping - Control process 	<ul style="list-style-type: none"> - Involve in pest control techniques and methods - Identify and dissolve poison in other liquid materials
<p>UNIT 5. Linen/Uniform/ Tailor room-LH 8</p> <ul style="list-style-type: none"> - Layout - Types of linen/size - Storage facility - Function of tailor room - Removal of stains from linen 	<ul style="list-style-type: none"> - Identify and use of linen and fabric - Storage - Cleaning and use of cleaning agent - Proper use of stain removal agents
<p>UNIT 6. Floral arrangement -LH 7</p> <ul style="list-style-type: none"> - Basic principles and rules for flower arrangement - General rules for balancing - Protection of flowers - Special arrangement - Care of plants and gardens 	<ul style="list-style-type: none"> - Make different styles and shapes of function flower bouquet and other arrangements

Food & Beverage Service III

Course Code: H6W0 04	Nature of Course: Core Course	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Course Objectives

This course will impart knowledge about the duties and responsibilities of Food and Beverage Service. It provides skills for working in F&B section independently and be able to supervise juniors. The aim of the Food & Beverage Service is to provide student with an understanding of the supervisory or executive aspects of running food & beverage service. Student will gain an understanding of food & beverage and its service in a variety of style of restaurant and establishments and they will have sufficient knowledge to produce a broad plan for specified food and beverage service. This course provides the importance of service to food and beverage where the organization adopts the method which meets customers need and wants consistently.

Theory	Practical
UNIT 1. Beverages-LH 6 <ul style="list-style-type: none">- Classification- Identification- Various distillation process	<ul style="list-style-type: none">- Bar Mise-en-place- Bar Mise-en scene- Bar equipment identification
UNIT 2. Wine-LH 9 <ul style="list-style-type: none">- Classification of wine- Composition of a grape- Types of grapes- Manufacturing process of wine-Red, White, Champagne- International wines- Food and wine harmony	<ul style="list-style-type: none">- Bar tasks- Wine label reading and understanding- Service sequence of table wine- Service of sparkling wine- Cocktail garnish

<p>UNIT 3. Spirits-LH 9</p> <ul style="list-style-type: none"> - Introduction to Spirits - Whisky, Brandy, Rum, Vodka, Gin &Tequila - Types, production, brands <p>Liqueurs: -LH 5</p> <ul style="list-style-type: none"> - Types - Production, Brands <p>Cocktails: -LH 5</p> <ul style="list-style-type: none"> - Introduction History, - Types & Preparation methods - Recipes, equipment, garnishes 	<ul style="list-style-type: none"> - Service of spirits - Different cocktail making methods - 10 Cocktail drink preparation - Wine testing - food and wine harmony - Show the parts of Shisha/ hukka - Equipment to make Shisha/ hukka - Making process of shisha/ hukka
<p>UNIT 4. Tobacco -LH 3</p> <ul style="list-style-type: none"> - History and origin - Cigarette - Cigars - Shisha/ hukka 	
<p>UNIT 5. Bar-LH 8</p> <ul style="list-style-type: none"> - Different types of bar - Parts of bar - Bar design - Bar tasks - Bar equipment 	

Special Cuisine

Course Code: HEON 04	Nature of Course: Core Course	Credit Hours: 2
Full Marks: 50	Pass Marks: 20	

Course Objectives

This course imparts knowledge and skills required of preparing special cuisine which may be Indian, Italian, Chinese, Continental or Chinese cuisine. This course explores the use of ingredients in the preparation of traditional and the contemporary international specialties. Upon successful completion of this course, the students should be able to identify and apply the specific techniques, ingredients and spices unique to this international cuisine, identify the basic list of cooking methods applied in each of the dishes and prepare the student for externship by maintaining a working atmosphere and professional environment.

The special Cuisine will be designed and delivered as per the requirement of the institution. It may be Indian, Italian, Chinese or continental. However the institution must get pre- approval of the cuisine from LCCI Nepal.

Theory	Practical
UNIT 1. Introduction to the cuisine -LH 15 <ul style="list-style-type: none">- History and origin- Ingredients and availability- Basic culinary terminologies used- Special Equipment's and use	- Demonstrate the skill of preparing 3 course meals on the selected cuisine
UNIT 2. Describe the importance of -LH 15 <ul style="list-style-type: none">- Traditional food- Seasonality of food- Nutrition- Modernization- Presentation	- Prepare variety of food which contains nutrition, spices or non-spices, and make them presentable

UNIT 3. Use of critical elements -LH 15 <ul style="list-style-type: none">- Mise-en-place- Weight and measures- Knife skills	<ul style="list-style-type: none">- Mise-en-place- Prepare the correct portion of food and packing- Use the knife effectively
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Tourism Operations & Management

Course Code: ADM 313	Nature of Course: Optional	Credit Hours: 3
Full Marks: 100	Pass Marks: 40	

Theory	Practical
<p>Unit 1: Fundamentals of Tourism (5 LH)</p> <ul style="list-style-type: none"> • Meaning, concept and characteristics of tourism industry • Nature of tourism • Types of tourism and tourists • Impact of tourism 	<p>Find at least 20 tourism organizations in national level and list down their job and responsibilities</p>
<p>Unit 2: Fundamentals of Management(5 LH)</p> <ul style="list-style-type: none"> • Meaning, concept and characteristics of management • Nature of management: Management as a science with science, arts, and as a profession • Functions of management and their relevance in tourism industry: planning, organizing, directing, controlling, staffing, coordinating • Types of management: operative and administrative management 	<p>Identify five different theory of management and make a chart paper presentation</p>

<p>Unit 3: Importance of Management Functions in Tourism(15LH)</p> <ul style="list-style-type: none"> • Planning: Nature, types, steps, process and levels of planning, importance of planning in tourism development • Organising: Principles of organising, span of management and levels of authority strategies for improving the human resources through organising in tourism • Staffing: Steps and process of staffing, sources of recruitment in tourism, importance of training and development of the human resources in tourism • Controlling: Concept and process of controlling, control mechanism for measuring the performance and corrective actions, control techniques • Directing: Principles of directing, problems in human relations, motivation of the workforce of the tourism organization and the strategies for establishing healthy human relationship • Co-ordinating: Meaning, nature and importance of co-ordinating, difference between co-ordination and co-operation types of co-coordinating: among individual, organization, and its importance tourism • Managing risks, managing events in tourism management 	<p>Select one organization, approach from the college and identify how the organization is using the management functions</p>
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<p>Unit 4: Tourism Organisations: Inter-governmental, national and International (10 LH)</p> <ul style="list-style-type: none"> • Inter-governmental organizations and tourism industry: co-ordination of the tourism industry with government departments viz., Tourism, Civil aviation, Transport, Forest, Archaeology, Culture, Museum, Health, etc., Role of State Tourism Development Corporation in the development of tourism in respective state • National tourism Organisations: Organisations like NTO, ITDC, FHRAI, TAAI and their role. • International tourism Organizations: Role of the international organizations like UNWTO, IATA, PATA, ICAO etc in the promotion and development in tourism worldwide. 	<p>Make a list of Tourism organizations and identify their roles</p>
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<p>Unit5:DestinationManagement: (10 LH)</p> <ul style="list-style-type: none"> • The Tourist Destination • Management of the Destination: Maintaining the infrastructure, environmental quality preservation of attractions through tourism • Future of the destination: increasing competitiveness for globalization and satisfying the-tourist need 	<p>Find any good tourism destination of your area and analyze what needs to develop this in national context</p>
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Note: Studying Materials and course delivery methods must be developed by RTC's in the context of syllabus and must be approved by LCCI Nepal.

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