

ORDINANCE AND SCHEME OF EXAMINATION FOR

ONE YEAR DIPLOMA PROGRAMMES IN

- **FRONT OFFICE MANAGEMENT (DFM)**
- **HOUSEKEEPING MANAGEMENT (DHK)**
- **FOOD PRODUCTION MANAGEMENT (DFP)**
- **F&B SERVICES MANAGEMENT (DFB)**

2011 Onwards



INSTITUTE OF HOTEL & TOURISM MANAGEMENT

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ORDINANCE AND COURSE CURRICULUM FOR
ONE YEAR DIPLOMA PROGRAMMES 2011 Onwards

1. One Year Diploma in Front Office Management (DFM)
2. One Year Diploma in Housekeeping Management (DHK)
3. One Year Diploma in Food & Beverage Services Management (DFB)
4. One Year Diploma in Food Production Management (DFP)

A. ADMISSION AND ELIGIBILITY

The duration of the One Year Diploma Programmes shall be one academic year. Each year shall be divided into two semesters. Thus, the One Year Diploma Programmes shall comprise of two semesters spread over One year. On the completion of all the two semesters, the students will be awarded

- One Year Diploma in Front Office Management (DFM)
- One Year Diploma in Housekeeping Management (DHK)
- One Year Diploma in Food & Beverage Services Management (DFB)
- One Year Diploma in Food Production Management (DFP)

A candidate can complete all the two semesters within a maximum period of 2 years from the date of admission to the first semester of the programme.

2. Admission to the first semester of the Programme shall be open to candidates who have passed

Senior Secondary Examination i.e. 10+2 with at least 45% marks (pass marks in case of SC/ST candidates) in aggregate from Board of School Education Haryana, Bhiwani or any other examination recognized by M.D University Rohtak as equivalent thereto.

3. The first to sixth semester examination shall be open to a regular student who:

- a) bears a good moral character;
- b) has been on the rolls of the Institute for the concerned semester;
- c) has at least 75% attendance in the class during the concerned semester;
- d) The candidate may be promoted to the next semester class automatically unless detained from examination on any genuine grounds.

B. EXAMINATION

4. Every candidate shall be examined in the subject(s) as laid down in the Scheme of Examinations/Syllabus prescribed by the Academic Council from time to time.
5. The external examiner(s) will set the question papers as per the criteria laid down in the Scheme of Examinations for the programme.
6. **The medium of instruction and examinations shall be English ONLY.**
7. The last date of receipt of admission forms and fees shall be fixed by the Vice-Chancellor.
8. The amount of examination fee to be paid by a candidate for each semester shall be as per the decision of the University from time to time.
9. The Examinations for the odd semesters shall ordinarily be held in the month of December/January and for the even semesters in the month of May/June or on such dates as may be fixed by the Vice-Chancellor.

All Supplementary examinations will be held for re-appear/failed candidates along with regular semester examinations.

10. The Director/Principal of the Institute/College shall forward a list of the eligible students who have satisfied the requirements of rules for appearing in the Examinations to the Controller of Examinations, as per the schedule of examinations of the University.
11.
 - a) As soon as possible, after the termination of the examinations, the Controller of Examinations shall publish a list of candidates who have passed the Semester Examinations.
 - b) Each successful candidate shall receive a copy of the Detailed Marks Card on having passed the Semester Examinations.
12. The list of successful candidates after the sixth semester examinations shall be arranged in three divisions on the basis of aggregate marks obtained in the first to

sixth semester examinations (for the award of BHM/BTM Degree) taken together and the division obtained by the candidate will be stated in his degree as under:

- (a) Those who obtain 40% marks but less than 50% marks – THIRD DIVISION
- (b) Those who obtain 50% marks but less than 60% marks – SECOND DIVISION
- (c) Those who obtain 60% or more marks – FIRST DIVISION;
- (d) Those who pass all the semesters examination (1st to 6th semester) at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with – DISTINCTION.

C. EVALUATION

- 13 a) The Director/Principal of the concerned Institute/College shall forward the Internal Assessment marks of the students, as per the scheme of examinations, wherever specified, to the Controller of Examinations as per the following criteria:

- i) Seminar presentation, class participation and Attendance 10 marks
- ii) Case analysis and presentation 05 marks
- iii) Surprise test(s) 05 marks

b) The Director/Principal of the Institute/College will preserve the records on the basis of which the, Internal Assessment awards etc. have been prepared for inspection, if needed by the University up to one month from the date of declaration of the semester examinations results. This record including the attendance, will be disposed off after one month.

- 14 a) The internal assessment/training report/project report awards of a candidate who fails in any semester/paper(s) shall be carried forward to the next examinations.

b) Candidate(s) who has not obtained pass marks in the Internal Assessment in any paper(s) etc. will be provided an opportunity to appear before the Committee of Examiners, to be constituted by the Director/Principal of the Institute/College, to re-assess performance of the candidate, corresponding to schedule given for supplementary examinations in Clause 9 and the Internal Assessment/Practical/Viva-voce given by the Committee shall be final.

c) A candidate who fails to obtain pass marks in training report shall be accorded opportunity to undergo training again and the same shall be assessed by a External Examiner.

d) A candidate who fails to obtain pass marks in viva-voce shall have to re-appear before the board of examiners as laid down in Clause 17, as per schedule specified for supplementary examinations in clause 9.

15. (a) Every student of Diploma Programme shall be required to undergo a practical **training in an industrial** organization approved by the Institute for One Month **as prescribed in the syllabus**. The candidates shall be required to undergo training in the various areas of the organization concerned. The organization may assign a specific project to the candidate, which will be completed by him/her during the period of training. The work done by the candidate during the training period shall be submitted in the typed form two copies of a **training report**. The last date for the receipt of training report in the office of the Controller of Examinations shall be one month after the date of completion of training.
- (b) The evaluation of the Training Report shall be done by the external examiner(s).
16. The Training Report, will be submitted in the form specified as under:
- a) The typing should be done on both sides of the paper (instead of single side printing)
 - b) The font size should be 12 with Times New Roman font.
 - c) The Training Report may be typed in 1.5 line spacing. But the References/Bibliography should be typed in single space.
 - d) The paper should be A-4 size.
 - e) Two copies meant for the purpose of evaluation may be bound in paper and submitted to the approved authority.
- 17 (a) The comprehensive viva-voce for Training shall be conducted by a Board of Examiners to be appointed by the Vice-Chancellor on the recommendation of the Chairman, UG Board of Studies of the University, consisting of the following members:
- i) One Internal Faculty, nominated by the Director/Principal of the concerned Institute/College;
 - ii) One External Examiners from the academic field; and
 - iii) One Executive from reputed organizations.
- (Two members shall form the quorum.)
- (b) The marks obtained by the candidate in the viva-voce shall be taken into account when he appears in any future examiner under re-appear clause.
18. The practical exam(s) of the courses (wherever specified) shall be conducted by the following Board of Examiners, consisting of two members:

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- a) Two internal faculty members (to be appointed by the Director of the concerned Institute)
19. The minimum percentage of marks to pass the examination in each semester shall be:
- a) 40% in each written papers and internal assessment/computer practical;
 - b) 40% in Training Report and Viva-Voce/Comprehensive Viva-voce, separately;
 - c) 40% in the total of each semester examination.

D. OTHER PROVISIONS

20. There will be no improvement facilities available to Diploma students. However, grace marks will be allowed as per University Rules.
21. Lateral entry to II year of BHM/BTM Programme shall be applicable for candidates who have completed One Year diploma in F&B Service/ Housekeeping/ Food Production/ Front office or any other One Year Diploma offered in Hotel & Tourism Mgmt from MDU. In case of candidates from other recognized University/ Board/ Institutions the provision of lateral entry to II year shall be applicable only if the candidate has completed one year diploma programme in Hotel/ Tourism Management or related field after 10+2; and seventy percent syllabus should match with First year of BHM/BTM programme being offered by MDU.
23. Any dispute arising on account of implementation of this ordinance shall be referred to a committee of three members to be appointed by the vice chancellor and its decision shall be final and binding on all. The procedure and rules for this Programme, implementation shall be a binding on the college/ institutes, which will be framed and approved by the University from time to time.
24. Nothing in this Ordinance shall deem to debar the University from amending the Ordinance and the same shall be applicable to all the students whether old or new.
25. Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time.

ONE YEAR DIPLOMA IN FRONT OFFICE
Curriculum and Scheme of Examination

The course will be divided into 2 semesters

FIRST SEMESTER

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFO 101	Front Desk Skills	80	20	50	150
11 DFO 102	Food Service - I	80	20	-	100
11 DFO 103	Housekeeping-1	80	20	50	150
11 DFO 104	Front Office -1	80	20	50	150
11 DFO 105	Application of Computers	80	20	50	150
11 DFO 106	Personality Development	-	50	50	100
		400	150	250	800

II Semester

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFO 201	Advance Front Office	80	20	50	150
11 DFO 202	F&B Service -II	80	20	-	100
11 DFO 203	Housekeeping-II	80	20	50	150
11 DFO 204	Front Office -II	80	20	50	150
11 DFO 205	Business Communication	80	20	-	100
11 DFO 206	Industrial Training	100		50	150
		500	100	200	800

ONE YEAR DIPLOMA IN HOUSEKEEPING
Curriculum and Scheme of Examination

The course will be divided into 2 semesters

FIRST SEMESTER

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DHK 101	Accommodation Operations-1	80	20	50	150
11 DHK 102	Food Service - I	80	20		100
11 DHK 103	Housekeeping-1	80	20	50	150
11 DHK 104	Front Office -1	80	20	50	150
11 DHK 105	Application of Computers	80	20	50	150
11 DHK 106	Personality Development	-	50	50	100
		400	150	250	800

II Semester

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DHK 201	Laundry & Linen Mgmt	80	20	50	150
11 DHK 202	F&B Service -II	80	20		150
11 DHK 203	Housekeeping-II	80	20	50	100
11 DHK 204	Front Office-II	80	20	50	150
11 DHK 205	Business Communication	80	20	-	100
11 DHK 206	Industrial Training	100	-	50	150
		500	100	200	800

ONE YEAR DIPLOMA IN F & B SERVICES
Curriculum and Scheme of Examination

The course will be divided into 2 semesters

FIRST SEMESTER

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFB 101	Food Production –I	80	20	50	150
11 DFB 102	Food Service - I	80	20	50	150
11 DFB 103	Menu Planning	80	20		100
11 DFB 104	Front Office -1	80	20	50	150
11 DFB 105	Application of Computers	80	20	50	150
11 DFB 106	Personality Development	-	50	50	100
		400	150	250	800

II Semester

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFB 201	Food Production - II	80	20	50	150
11 DFB 202	F&B Service -II	80	20	50	150
11 DFB 203	Banquet Operations	80	20		100
11 DFB 204	Industrial Training	100		50	150
11 DFB 205	Business Communication	80	20	-	100
11 DFB 206	Bar & Beverage Operations	80	20	50	150
		500	150	300	800

ONE YEAR DIPLOMA IN FOOD PRODUCTION
Curriculum and Scheme of Examination

The course will be divided into 2 semesters

FIRST SEMESTER

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFP 101	Food Production –I	80	20	50	150
11 DFP 102	Food Service - I	80	20	50	150
11 DFP 103	Menu Planning	80	20		100
11 DFP 104	Front Office -1	80	20	50	150
11 DFP 105	Application of Computers	80	20	50	150
11 DFP 106	Personality Development	-	50	50	100
		400	150	250	800

II Semester

Paper	Nomenclature	External	Internal assessment	Internal Practical	Total
11 DFP 201	Food Production - II	80	20	50	150
11 DFP 202	F&B Service -II	80	20	50	150
11 DFP 203	Food Production Operation -1	80	20		100
11 DFP 204	Industrial Training			150	150
11 DFP 205	Business Communication	80	20	-	100
11 DFP 206	Food Production Management	80	20	50	150
		400	100	300	800

**ONE YEAR DIPLOMA IN FRONT OFFICE/ HOUSEKEEPING/ FOOD
PRODUCTION/ F&B SERVICES - MANAGEMENT
MAHARSHI DAYANAND UNIVERSITY ROHTAK**

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Guidelines for Paper Setting/ Exams

OBJECTIVE:

The course familiarizes the students with the Hospitality Business & Management. The course is blend of theory and practical to develop a professional attitude & skills for trade in students. Being professional in nature the course aims to inculcate professional values & ethics with focus on hospitality management & operations.

APPROACHES:

Lectures, Group Discussions, Presentations, Practical, Case studies, Business Games & Field Tours

REQUIREMENTS:

Regular attendance and active participation during the course of the semester; Books & Literature Surveys, Long Essays and Assignments; Seminars Presentations etc.

EVALUATION:

The performance of the students will be evaluated on the basis of class participation, house tests; regularity & assignments, carrying 30% credit and the rest through term end examinations. (Three Hours Duration)

MODE OF PAPER SETTING:

There will be eight questions in all and candidates will have to attempt six questions. First question will be compulsory and of 20 Marks and shall contain 10 short answer type questions. These questions shall be spread over the whole syllabus. Rest seven questions shall be 12 marks each and will be set unit wise or in such a way that covers whole syllabus, where option of attempting any five among these 7 questions will be given. These questions shall judge both theoretical & applied knowledge of students. Case studies may also be given in the questions.

Sample Question Paper Format
DIPLOMA PROGRAMME

Max Marks – 80

Time Allowed: 3 Hours

Note: Attempt any six questions, Question No -1 is compulsory

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|--|-----------------|
| 1. Short answer type questions (<i>Compulsory</i>) | (2*10=20 Marks) |
| 2. Question 2 | (12 - Marks) |
| 3. Question 3 | (12 - Marks) |
| 4. Question 4 Subjective/ case study/ numerical/ other | (12 - Marks) |
| 5. Question 5 | (12 - Marks) |
| 6. Question 6 | (12 - Marks) |
| 7. Question 7 | (12 - Marks) |
| 8. Question 8 | (12 - Marks) |