



NATIONAL BOARD FOR TECHNICAL EDUCATION

NATIONAL DIPLOMA (ND)

IN

HOSPITALITY MANAGEMENT TECHNOLOGY

CURRICULUM AND COURSE SPECIFICATIONS

NOVEMBER, 2022

PLOT 'B' BIDA ROAD, P. M. B. 2239, KADUNA

FOREWORD

The National Diploma in Hospitality Management Technology curriculum is designed to be used by training institutions to produce manpower for industries nationwide.

The acute shortage of professionally-trained manpower in these industries in Nigeria as well as the need to produce professional practitioners with good ethics and career progression, through the acquisition of desirable knowledge and skills, necessitated the production of this national curriculum.

It is my belief that this curriculum and course specifications which is the minimum required to produce technicians with sound knowledge and skills in Food science and Technology, if properly implemented with the required resources (qualified teaching staff in adequate number and mix, adequate consumables, training materials, teaching aids), and qualified candidates are admitted into the programme will lead to the production of competent and skilled technicians required in the sector.

I wish to express my deep appreciation to those that made the review of this curriculum possible. The invaluable contributions of all the members of the committee and resource persons during the national review workshop are appreciated.

I hope that the curriculum would be properly implemented, so as to produce the required Work Force of our dream.

Prof. Idris M. Bugaje,
EXECUTIVE SECRETARY,
NBTE KADUNA.

GENERAL INFORMATION NATIONAL DIPLOMA.

1.0 ND HOSPITALITY MANAGEMENT TECHNOLOGY

2.0 GOAL AND OBJECTIVES

2.1 GOAL:

The Programme is designed to produce skill-based Hospitality diplomates capable of supervising appropriate departments in Hospitality Organisations as well as plan and promote Hospitality activities.

2.2 OBJECTIVES

On completion of the programme, Diplomats should be able to carry out the following tasks: -

1. Manage small and medium sized hospitality organisations,
2. Supervise specific departments in large hospitality organisations,
3. Supervise restaurants and bar operations in hospitality organisations,
4. Produce Nigerian and International dishes using both indigenous and exotic food commodities,
5. Organise accommodation in Hospitality establishments,
6. Set up enterprise.

3.0 ENTRY REQUIREMENTS

Entry requirements for the National Diploma in Hospitality and Management Technology programme include at least a minimum score in the Unified Tertiary Matriculation Examination (UTME), five credit passes at not more than two sittings in West African Senior School Certificate Examination (WASSCE), Senior School Certificate Examination (SSCE/NECO), National Technical Certificate (NTC), General Certificate of Education (GCE) Ordinary level, the West African Examination Certificate (WAEC) in the following subjects. The subjects must include: English Language, Mathematics, Biology/Agricultural Science/Health Science and any two from the following: - Geography, Economics/Commerce, Food and Nutrition/Home Economics/Catering Craft/Tourism Studies, Marketing, Civic Education, Accounting, Chemistry and Physics (Details of Admission requirements are obtainable in the NBTE annual Directory of Accredited Programmes).

4.0 DURATION

The programme is designed to run for four semesters, i.e. two academic sessions.

5.0 MANPOWER REQUIREMENT

5.1 HEADSHIP OF THE DEPARTMENT

The HOD should be at least a Senior Lecturer who has BSc/HND in Hospitality Management and a second Degree in Hospitality and Tourism Management related. He/she must have at least 10 years of cognate experience and must be registered with a relevant professional body

5.2 Teaching Staff /Instructors

At the point of entry, Assistant Lecturers should have first degrees (BSc, B. Tech. or HND+PGD) in any of the Basic Science courses. The Instructor should have HND (upper credit) in Hospitality Management or Hospitality Management Technology.

5.3 Technical Staff

5.3.1 Technologist

Technologists should have HND (upper credit) or HND plus PGD in Hospitality Management or Hospitality Management Technology or PGDE.

5.3.2 Technician

Technicians should have ND (lower credit) as stated in 3.1.3.1

5.4 AREAS IN, WHICH HND HOLDERS CAN GET EMPLOYMENT (CARRIER PROSPECTS)

- I. Hospitality outfits (Hotels, Motels, Restaurants etc)
- II. Transport Industries (Airlines, Railways etc)
- III. Industrial/ Welfare Catering
- IV. Small and Medium Scale Business
- V. Business owners and Managers
- VI. Secondary Schools and Tertiary Institutions (Universities, Polytechnics etc)

6.0 CURRICULUM

6.1 The curriculum of ND programme consists of four main components. These are:

- a. General studies/education
- b. Foundation courses.
- c. Professional courses
- d. Project.

6.2 The General Education component shall include courses in:

English Language, Communication in English. The General Education component shall account for not more than 15% of the total contact hours for the programme.

Foundation courses include courses in Mathematics. The number of hours for the programme may account for about 10-15% of the total contact hours.

Professional courses are core courses of the programme which give the student the theory and professional skills he needs to practice his field of calling at the technician/technologist level. These may account for between 60-70% of the contact hours.

7.0 CURRICULUM STRUCTURE

The structure of the National Diploma programme consists of four semester of classroom, laboratory and workshop activities in the college. Each semester shall be of 17 weeks duration made up as follows:

- a. 15 weeks of teaching, i.e. instruction, practical exercise, quizzes, test, etc; and
- b. 2 weeks for examinations and registration.

8.0 ACCREDITATION

The programme shall be accredited by the National Board for Technical Education before the diplomates can be awarded the National Diploma certificates. Details about the process of accrediting a programme for the award of the National Diploma are available from the office of the Executive Secretary, National Board for Technical Education, Plot “B”, Bida Road, P.M.B. 2239, Kaduna, Nigeria.

9.0 AWARD OF NATIONAL DIPLOMA

9.1 Conditions for the award of National Diploma include the following:

- a. Satisfactory performance in all prescribed course work which may include class work, tests, quizzes.
- b. Workshop practice, laboratory work and field work.
- c. Satisfactory performance at all semester examinations.
- d. Satisfactory completion of final year project work.

Normally, continuous assessment contributes 30%, project work 10% while semester examinations are weighted 60% to make a total of 100%.

9.2 National Diploma should be awarded in four classes:

- a. Distinction - CGPA of 3.50 and above
- b. Upper Credit - CGPA of 3.0 - 3.49
- c. Lower Credit - CGPA of 2.50 - 2.99
- d. Pass - CGPA of 2.00 - 2.49

9.3 Grading of Courses: Courses shall be graded as follows:

MARKED RANGE	LETTER GRADE	WEIGHTING
75% and above	A	4.00
70% – 74%	AB	3.50
65% – 69%	B	3.25
60% – 64%	BC	3.00
55% – 59%	C	2.75
50% – 54%	CD	2.50
45% – 49%	D	2.25
40% – 44%	E	2.00
Below 40%	F	0.0

10.0 GUIDANCE NOTES FOR TEACHERS

10.1 The new curriculum is drawn in unit courses. This is in keeping with the provisions of the National Policy on Education which stress the need to introduce the semester credit units which will enable a student who so wishes to transfer the units already completed in an institution of similar standard from which he/she is transferring.

10.2 In designing the units, the principle of the modular system by product has been adopted, and each of the professional modules, when completed provides the student with technician operative skills, which can be used for employment purposes self - and otherwise.

10.3 As the success of the credit unit system depends on the articulation of programmes between the institutions and industry, the curriculum content has been written in behavioral objectives, so that it is clear to all the expected performance of the student who successfully completed some of the courses or the diplomates of the programme. This is slight departure in the presentation of the performance-based curriculum which requires the conditions under which the performance are expected to be carried out and the criteria for the acceptable levels of performance. It is a deliberate attempt to further involve the staff of the department teaching the programme to write their own curriculum stating the conditions existing in their institution under which performance can take place and to follow that with the criteria for determining an acceptance level of performance.

Departmental submission on the final curriculum may be vetted by the Academic Board of the Institution. Our aim is to continue to see to it that a solid internal evaluation system exists in each institution for ensuring minimum standard and quality of education in the programmes offered throughout the Polytechnic system.

10.4 The teaching of the theory and practical work should, as much as possible, be integrated. Practical exercises, especially those in professional courses and laboratory work should not be taught in isolation from the theory. For each course, there should be a balance of theory to practical in the ratio of 50:50 or 60:40 or the reverse.

11.0 FINAL YEAR PROJECT

Final year students in this programme are expected to carry out a project work. This could be on individual basis or group work; but reporting must be undertaken individually. The project should, as much as possible incorporate basic element of design, drawing and complete fabrication of a marketable item or something that can be put to use. Project reports should be well presented and should be properly supervised.

The departments should make their own arrangement of schedules for project work.

COURSE OUTLINE

General Studies and Management Courses
Use of English I and II
Communication in English I and II
Research Method
Entrepreneurship Development I
Entrepreneurship Development II
Citizenship Education I
French I and II
Seminar
Project
Computing courses
Introduction to Computing
Tourism Courses
Principles of Tourism Management
Hospitality Management course
Introduction to Hospitality Management
French Language I
Food & Beverage Production I
Food & Beverage Service I
House Keeping Operations I
Hospitality Soft Skills
French Language II
Food & Beverage Production II
Food & Beverage Service II

Front Office Operation I
Food Hygiene & Nutrition
Accounting for Hospitality
Food & Beverage Production III
Food & Beverage Service III
House Keeping Operation II
Food Science and Nutrition
Food Costing and Control
Bakery and Confectionary
Accounting for Hospitality
Food & Beverage Production IV
Food & Beverage Service IV
Front Office Operation II
Bar Operation and Services
Customer Service Management
Principles of Event Planning & Management

YEAR ONE SEMESTER ONE

S/N	Course Code	Course Title	L	P	CU	CH
1	GNS 111	Citizenship Education	2	0	2	2
2	GNS 101	Use of English I	2	0	2	2
3	COM 111	Introduction to Computing	2	2	3	4
4	TMT 111	Principles of Tourism Management	2	0	2	2
5	HMT 111	Introduction to Hospitality Management	2	0	2	2
6	HMT 112	French Language I	2	2	2	4
7.	HMT 113	Food & Beverage Production I	2	4	4	6
8	HMT 114	Food & Beverage Service I	2	4	4	6
9	HMT 115	House Keeping Operations I	2	2	4	4
10	HMT 116	Hospitality Soft Skills	2	0	2	2
		TOTAL	20	14	27	34

NOTE: See GNS courses in the GNS Curricula

See EED Courses in Entrepreneurship Curricula

See TMT Course in Tourism and Management Technology Curriculum

See COM Course in Computer Science Curriculum

YEAR ONE SEMESTER TWO

S/N	Course Code	Course Title	L	P	CU	CH
1	GNS 121	Citizenship Education II	2	0	2	2
2	GNS 102	Communication in English I	2	0	2	2
3	EED 126	Introduction to Entrepreneurship	1	2	3	3
4	HMT 121	French Language II	2	0	2	2
5	HMT 122	Food & Beverage Production II	2	4	4	6
6	HMT 123	Food & Beverage Service II	2	4	4	6
7	HMT 124	Front Office Operation I	2	3	3	5
8	HMT 125	Food Hygiene & Nutrition	2	2	2	4
9	HMT 127	Accounting for Hospitality	2	0	2	2
		TOTAL	17	15	24	32

YEAR TWO SEMESTER ONE

S/N	Course Code	Course Title	L	P	CU	CH
1	GNS 201	Use of English II	2	0	2	2
2	HMT 211	Food & Beverage Production III	2	4	4	6
3	HMT 212	Food & Beverage Service III	2	4	4	6
4	HMT 213	House Keeping Operation II	2	3	3	5
5	HMT 214	Food Science and Nutrition	2	2	2	4
6	HMT 215	Food Costing and Control	2	2	2	4
7	HMT 216	Bakery and Confectionary	2	0	2	2
8	HMT 217	Accounting for Hospitality II	2	2	2	4
9	HMT 218	Research Methodology	2	0	2	2
10	SIW 219	SIWES	2	0	2	2
TOTAL			20	17	25	37

YEAR TWO SEMESTER TWO

S/N	Course Code	Course Title	L	T	P	CU	CH
1	GNS 202	Communication in English II	2	0	0	2	2
2	EED 216	Practice of Entrepreneurship	1	0	2	2	3
3	HMT 221	Food & Beverage Production IV	2	0	4	4	6
4	HMT 222	Food & Beverage Service IV	2	0	4	4	6
5	HMT 223	Front Office Operation II	2	0	2	2	4
6	HMT 224	Bar Operation and Services	2	0	2	2	4
7	HMT 225	Seminar	0	0	0	1	1
8	HMT 226	Project	0	0	6	6	6
9	HMT 227	Customer Service Management	2	0	0	2	2
	HMT 228	Principles of Event Planning & Management	2	0	2	3	4
			13	0	22	26	38

YEAR ONE SEMESTER ONE COURSES

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: INTRODUCTION TO HOSPITALITY MANAGEMENT Semester: First Contact Hours: 2 HOURS		
Code: CODE: HMT 111		Theoretical: 2 hours/week
Credit Units: 2	Pre-requisite	Practical: 0 hours/week -
Course Goal: - To enable the students acquire broad view of the Hospitality industry		
General Objectives:		
At the end of the Course, Students should be able to: -		
1.0 Know the history of the development of the Hospitality Industry		
2.0 Know the scope of the Hospitality Industry		
3.0 Know the different classifications of the Hospitality industry		
4.0 Know the different classifications of Hotels		
5.0 Know the chain groups in the Hospitality industry		
6.0 Know the new trend in the Hospitality Industry		

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: Introduction to Hospitality Management			Code: HMT 111		Credit Hour: 2 Credit Unit: 2	
1.0 General Objective 1.0: Know the history of the development of the Hospitality Industry						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
1-2	1.1 Define Hospitality Industry. 1.2 Explain the history of Hospitality industry. 1.3 Explain the factors that influence the development of hospitality Industry from the early times. 1.4 Outline the effect of travels on the development of the hospitality industry.	Explain item 1.1 to 1.4	Text books, Projectors brochures, journals, magazines, slides film etc			Define Hospitality Industry Trace the history of Hospitality industry Explain the factors that influence the development of hospitality Industry from the early times.
General Objectives 2.0: Know the scope of the Hospitality Industry						
	2.1 Explain the scope of the Hospitality industry 2.2 Outline the position of the Hospitality industry in Nigerian economy.	Explain 2.1 to 2.7 Explain the emerging trends in the Hospitality industry	Internet resources Text books, brochures, journals, magazines, slides, film etc			Outline the organizational structure of the Hospitality industry Explain the Government economic policies

	<p>2.3 Identify the organizations that makeup the Hospitality Industry (commercial and non-commercial)</p> <p>2.4 Outline the organizational structure of the Hospitality industry.</p> <p>2.5 Outline the importance of the industry in the economy.</p> <p>2.6 Explain the impact of inflation on the industry.</p> <p>2.7 Explain the Government economic policies as they affect the industry</p>					<p>as they affect the industry</p>
<p>General Objectives 3.0 Know the different classifications of the Hospitality industry</p>						

<p>3.1 Explain the criteria used in the classification of hospitality industries.</p> <p>3.2 Explain the classification of Hospitality industry based on 3.</p> <p>3.3 Describe the classification of the Hospitality industry based on product and services.</p> <p>3.4 Explain the classifications of Hospitality industry into commercial and non- commercial and the sectors within them.</p>	<p>Explain item 3.1, 3.2 and 3.4</p>	<p>Text books, brochures, journals, magazines, slides, film etc audio visuals</p>			<p>Explain leisure and leisure time</p> <p>Distinguish between recreation, entertainment and amusement in the context of tourism</p>
<p>General Objectives 4.0 Know the different classifications of Hotels</p>					
<p>4.1 Explain the meaning of Hotel.</p> <p>4.2 List the importance of hotel to the economy.</p> <p>4.3 Explain the classifications of Hotels based on the</p>	<p>Explain the classifications of Hotels based on the different ratings methods</p> <ul style="list-style-type: none"> • space and environment • Facilities provided 	<p>Text books, brochures, journals, magazines, slides, film etc audio visuals</p>			<p>Explain the classifications of Hotels based on the different ratings methods</p> <p>Discuss the inspection of the hotel</p>

	different ratings methods. 4.4 Explain the inspection of hotel.	<ul style="list-style-type: none"> • organisation of staff • location. 				
General Objectives 5.0 Know the chain groups in the Hospitality industry						
	5.1 Explain chain groups in the Hospitality industry. 5.2. State the advantages and disadvantage of large chain group. 5.3 Explain the integration with airline, railway and road transport. 5.4 Explain the economies of scale and give examples in the industry.	<p>Explain the chain groups in the industry Discuss the advantages and disadvantages of large chain. Explain the integration with airline, railway and road transport.</p> <p>Explain with examples the economics scale</p>	Internet Resources, Text books, brochures, journals, magazines, slides, film etc audio visuals			<p>Enumerate the chain groups in the industry</p> <p>Explain the economics of scale and give examples in the industry.</p>
General Objectives 6.0 Know the new trend affecting the Hospitality Industry						
	6.1 Explain emerging trends affecting the industry as listed below: i. technology ii. social iii. economic iv. environmental v. religious vi. political 6.2 Identify the emerging trends mitigating the industry	Explain with examples				Explain emerging trends affecting the industry as in 6.1

Assessment:

Give details of assignments to be used

Recommended Textbooks & References

Omozuwa J. 2011. Basics of Hospitality Management.

Alade& Ugbabe 2013. Fundermentals of Hospitality Management: A focus on front office operations.

Baker K. and Huyton, J (2001) Hospitality Management: an Introduction

Journals: Hospitality Matters.

Programme: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FRENCH LANGUAGE I	Semester: First	Contact Hours: 4
	HMT 112	
Credit Units: 2	Pre-requisite:	Practical: 2
Course Goal: This course is designed to enable the student to acquire basic language skills to communicate with French speaking clients.		
General Objectives:		
At the end of this course the student should be able to:		
1.0 Situate oneself in the social and spatial contexts		
2.0 Understand and use basic French vocabulary		
3.0 Make simple sentences using the present tense		
4.0 Understand and use simple French expressions		

Programme: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FRENCH LANGUAGE I			Course Code: HMT 112	Contact Hours: 4	Credit Unit: 2	
General Objective: 1.0 Situate oneself in the social and spatial contexts						
Theoretical Content: 2			Practical Content:			
Week	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1	1.1 Describe French conventions for: <ul style="list-style-type: none"> • greeting people • responding to greeting • introducing self • presenting a third part • thanking • fare welling 1.2 Explain correct usage of titles.	Explain how to greet in French	Audio visuals Pictures Language laboratory films	Use conventions for: <ul style="list-style-type: none"> • greetings • responding to greetings • introducing self • presenting a third part • thanking • fare welling 	Guide students to listen to greetings in French.	Explain correct usage of titles
General Objective 2.0: Understand and use basic French vocabulary						
	2.1 Count to 100. 2.2 Explain different currencies used in French speaking countries. 2.3 Conjugate the verb 'avoir' in simple sentences 2.4 Explain possessive adjectives.	Explain how to conjugate the verb 'avoir' in simple sentences Explain how to tell the time in French. Show uses of the temporal position 'à'	Text books of Journals Language Laboratory	2.1 Count to 100. 2.2 Make sentences referring to members of a family in French, using possessive adjectives. 2.3 Make simple sentences using the verb 'avoir'	Guide students in listening to numbers and writing them down in figures and letters Guide Make sentences referring to of a family	Explain how to conjugate the verb 'avoir' in simple sentences Show uses of the temporal position 'à'

	<p>2.5 Explain how to tell the time in French.</p> <p>2.6. Explain the temporal preposition ‘à’</p> <p>2.7 Identify days of the week in French</p>			2.4 Construct simple sentences using times.	Supervise students to construct the sentences	
General Objective 3.0 : Make simple sentences using the present tense						
7	<p>3.1 Explain the groups of verbs.</p> <p>3.2 . Explain the use of regular verbs ending in ‘ER’.</p> <p>3.3 Explain the different languages students speak.</p> <p>3.4 Explain sentences in the negative.</p> <p>3.5 Explain how to speak about likes and dislikes.</p> <p>3.6 Explain how to ask a question.</p> <p>3.7 State the words for colors.</p> <p>3.8 Explain simple adjectives.</p>	<p>Explain the groups of verbs.</p> <p>Explain how to speak about likes and dislikes.</p> <p>Use the verb “parler” to introduce the words for different languages spoken around the world.</p> <p>Explain the use of “ne/pas”</p> <p>Explain basic geographical prepositions (à-de-en)</p>	<p>Text books</p> <p>Journals</p> <p>Internet</p> <p>Audio visuals</p>			<p>Explain the use of regular verbs ending in ‘ER’</p>

	<p>3.9 Explain how to conjugate the verb 'aller'</p> <p>3.10 Explain the basic Directions.</p> <p>3.11 Explain basic geographical prepositions (à-de-en)</p>					
General Objective 4.0: Understand the use of simple French expressions.						
8	<p>4.1 Explain how to conjugate regular verbs ending in 'RE'</p> <p>4.2 Explain how to construct sentences using simple adverbs.</p> <p>4.3 Conjugate regular verbs ending in 'IR'</p> <p>4.4 Outline different occupations.</p> <p>4.5 Enumerate the basic geography of French speaking Europe,</p> <p>4.6 Explain the expressions used to describe the weather.</p>	<p>Explain how to conjugate regular verbs ending in 'RE' 'IR'</p> <p>Explain the expressions used to describe the weather.</p>	<p>Textbooks</p> <p>Journals</p> <p>Internet resources</p>	<p>4.1 Use simple adverbs for quantity and frequency in sentences.</p> <p>4.2 Make simple sentences using regular verbs ending in 'IR'.</p> <p>4.3 Identify major geographical areas in France on a map using map of Europe.</p> <p>4.4 Describe the weather</p>	<p>Guide students on how to use simple adverbs for quantity and frequency in sentences</p> <p>Guide students to make simple sentences using regular verbs ending in "IR"</p>	<p>Explain how to conjugate regular verbs ending in 'RE' 'IR'</p>

Programme: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD & BEVERAGE PRODUCTION I		Semester: First
Contact Hours: 6		
Code: CODE: HMT 113		Theoretical: 2 hours/week
Credit Units: 4	Pre-requisite	Practical: 4 hours/week -
Course Goal: - To understand the concepts and principles of cookery.		
General Objectives:		
At the end of this course the student should be able to:		
1.0 Know the scope of catering operation		
2.0 Understand the structure and organization of different types of catering operations		
3.0 Know the use of various catering tools		
4.0 Understand health, safety and hygiene procedures in Catering		
5.0 Understand the basic principles of cookery		
6.0 Describe recipe formulation and standard ratios of ingredients.		
7.0 Know the classification and sources of supply of food commodities		
8.0 Understand Culinary terms.		

Programme: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FOOD & BEVERAGE PRODUCTION I		Course Code: HMT 113		Contact Hours: 6		Credit Unit: 4
General Objective: 1.0 Know the scope of catering operation.						
Week	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
	<p>1.1 Explain the different types of catering operations with regard to food preparation.</p> <p>1.2 Explain the contribution of hospitality industry in the health and wellbeing of the community as a commercial and welfare enterprise.</p> <p>1.3 Explain the professional attributes of a caterer.</p> <p>1.4 Explain the employment and</p>	<p>Explain various catering operations</p> <p>Explain item 1.2 to 1.4</p>	<p>Textbook</p> <p>Diagrams</p> <p>Charts, maps,</p> <p>Audio visual</p>			<p>Enumerate the different types of catering operations with regard to food preparation.</p>

	economic opportunities in catering industry					
General Objective 2.0: Understand the structure and organisation of different types of catering operations						
	2.1 Explain the structure and organization of different types of catering organisation 2.2 Explain the organogram of the kitchen brigade of different catering operations 2.3 Explain the functions of staff as mentioned in (2.2)	Explain 2.1 and 2.3 Explain the organogram of catering organisation		Draw the organogram of different kitchen brigade	Guide student on how to draw the organogram	Explain the structure and organization of different types of catering organisation
Week	General Objective 3.0: Know the use of various catering tools					
6	3.1 Explain the various types of cooking equipment and utensils. 3.2 Explain the utensils/ equipment used for:		White board textbooks audio visuals overhead projector	3.1 Identify the various types of cooking equipment, utensils as listed in 3.1 3.2 Demonstrate how to carry activity i to xi in 3.1 3.3 Identify the causes of faults and	Guide students to carry out 3.1 to 3.4	Explain the various types of cooking equipment, utensils.

	<ul style="list-style-type: none"> (i) slicing (ii) dicing (iii) chopping (iv) shredding (v) peeling (vi) whisking (vii) stirring (viii) blending (ix) beating (x) larding (xi) rolling <p>3.3 Explain the causes of faults and malfunctions in various catering equipment.</p> <p>3.4 Explain the importance of maintenance of equipment in catering,</p> <p>3.5 Explain how to clean catering equipment and utensils.</p>			<p>malfunctions in various catering equipment.</p> <p>3.4 Clean catering equipment and utensils</p>		
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WEEK	General Objective 4.0: Understand the health, safety and hygiene procedures in Catering					
10	<p>4.1 Explain the importance of personal hygiene in the prevention of germs spread through the care of skin, hair, hands, feet and teeth.</p> <p>4.2 Explain the importance of scrupulous cleanliness, correct uniform, footwear and protective clothing in catering practice.</p> <p>4.3 Explain the implication of hygienic use of body cosmetics in catering.</p> <p>4.4 Explain company policy regarding the wearing of jewelry in catering.</p>	Explain item 4.1 to 4.13	<p>Text Books</p> <p>Pictures of various uniforms</p> <p>Cosmetic samples</p> <p>Journals</p> <p>Sample of cleaning agents</p> <p>First aid box</p> <p>Fire equipment</p>	<p>4.1 Dress up properly according to professional dictates</p> <p>4.2 Identify correct cleaning agents and equipment used for cleaning in the kitchen.</p> <p>4.3 Carry out fire drills</p> <p>4.4 Report fire and Accident appropriately.</p> <p>4.5 Carry out simple first aid procedures for minor cuts, burns and electric shock.</p> <p>4.6 Identify high-risk areas and the dangers arising from the incorrect use of kitchen equipment and tools.</p> <p>4.7 Clean cooking and housekeeping materials and equipment using correct cleaning agents.</p>	Guide and supervise students to carry out 4.1 to 4.7	Explain the importance of personal hygiene in the prevention of the spread of germs through the care of skin, hair, hands, feet and teeth.

	<p>4.5 Describe the hygienic handling of food during storage, preparation, cooking and serving.</p> <p>4.6 Explain the dangers associated with re-heating of food.</p> <p>4.7 Explain the causes of food poisoning.</p> <p>4.8 Explain the methods of preventing food poisoning.</p> <p>4.9 Explain the importance of compliance with food hygiene regulations.</p> <p>4.10 Identify common</p>					
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	<p>kitchen pests and their control procedures.</p> <p>4.11 Identify the possible causes of accident and fire in the kitchen.</p> <p>4.12 State the simple first aid procedure for minor cuts, burns and electric shock.</p> <p>4.13 Identify high-risk areas and the dangers arising from the incorrect use of kitchen equipment and tools.</p> <p>4.13 List the types of fire incidents.</p> <p>4.14 Explain the different types of fire of fighting</p>					
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	equipment in the kitchen.					
WEEK	General Objective 5.0: Understand the basic principles of cookery					
	<p>5.1 Explain cooking</p> <p>5.2 Explain basic methods of cooking.</p> <p>5.3 Explain how to produce a selection of dishes applying different methods of cooking e.g.</p> <p>(i) Boiling: vegetables, soups, stocks and sauces.</p> <p>(ii) Steaming: vegetables, fish, sweet and savoury</p> <p>(iii) Poaching: Fish, fruits, poultry eggs</p> <p>(iv) Stewing: Meat (white/brown)</p> <p>(v) Braising: Meat,</p>	Explain item 5.1 to 5.12	Kitchen equipment, Food commodities,	<p>5.1 Produce selection of dishes applying different methods of cooking as listed in 5.3</p> <p>5.2 Select raw materials and prepare sandwiches, salads and hors d'oeuvres using the recipes.</p>	Guide students to produce selected dishes applying different methods of cooking	Explain how to produce a selection of dishes applying different methods of cooking as in 5.3

	<p>vegetables, offal</p> <p>(vi) Roasting: Meat poultry, vegetables</p> <p>(vii) Frying: (deep and shallow), fish poultry, vegetables</p> <p>(viii) Grilling: Meat, Fish vegetables</p> <p>(ix) Baking: Pastry, bread, cakes pudding.</p> <p>5.4 State the need for consistency in texture, temperature, timing, presentation and service of completed products.</p> <p>5.5 State the necessity for economic use of commodities, materials and equipment in</p>					
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	<p>food preparation.</p> <p>5.6 Identify current market prices of basic commodities for food preparation.</p> <p>5.7 Identify the range of convenience food products available.</p> <p>5.8 Compare the identified products in (5.7) above with fresh products.</p>					
WEEK	General Objective 6 .0 Describe recipe formulation and standard ratios of ingredients					

	<p>6.1 Define recipe</p> <p>6.2 Explain how to interpret recipe</p> <p>6.3 Explain the measurement of: weights, volume, quantity of ingredients in Metric/ imperial</p> <p>6.4 Explain the measurement of items in 6.3 using other measuring equipment: - measuring cups - spoons etc</p>	<p>Explain 6.1 to 6.4</p>	<p>Textbooks Projector Slides Journals Internet resources</p>	<p>6.1 Measure quantity of ingredients in Metric/ imperial system using measuring equipment</p>	<p>Supervise the students in performing the task in 6.1</p>	<p>Explain how to interpret recipe</p>
<p>General Objective: Know the classification and sources of supply of food commodities</p>						
	<p>7.1 Explain food commodities in their various groups.</p> <p>7.2 State the different uses of</p>	<p>Explain 7.1 to 7.3</p>	<p>Textbooks Projector Slides Journals Internet resources</p>	<p>7.1 Carry out market survey and report the out come</p>	<p>Guide student to carry out market survey</p>	<p>State the different uses of commodities mentioned in 1.1 above.</p>

	<p>commodities mentioned in 1.1 above.</p> <p>7.3 Explain how to Compare fresh and convenience food products with reference to: identifications, selection, quality, unit cost, preservation, storage, hygienic handling and nutritional value</p>					
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Programme: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD AND BEVERAGE SERVICE I	Semester: First	Contact Hours: 6
Code: HMT 114		Theoretical: 2
Credit Units: 4	Pre-requisite:	Practical: 4
Course Goal: This course is designed to provide the student with the knowledge and skills required for Food and Beverage services.		
<p>General Objectives: At the end of this course the student should be able to:</p> <ol style="list-style-type: none"> 1.0 Know the scope of the food and beverage service in the Hospitality Industry 2.0 Understand waiting as a career 3.0 Understand personal and environmental hygiene and safety 4.0 Know organizational structure for food and beverage operations 5.0 Know different types of equipment, furniture and décor in the restaurant 6.0 Know the safe use, care and cleaning of counter and restaurant using basic cleaning materials 7.0 Understand restaurant working practices and procedures 		

Course: FOOD AND BEVERAGE SERVICE I		Course Code: HMT 114		Contact Hours: 6	Credit Unit: 4	
General Objective: 1.0 Know the scope of the food and beverage service in the Hospitality Industry						
Theoretical Content:			Practical Content:			
Weeks	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1	1.1 Explain the set-up of food and beverage service sectors. 1.2 Explain the type of food and beverage service operations.	Explain 1.1 to 1.2	Text books Journals, Handouts, Internet, Relevant Websites			Explain the type of food and beverage service operations
General Objective 2.0: Understand waiting as a career						
3	2.1 Explain waiting as a career. 2.2 State the attributes and functions of a waiter 2.3 Explain the job opportunities, future prospects, job satisfaction with regards to	Explain 2.1 to 2.3	Text books Journals Relevant Websites			Explain waiting as a career

	different catering organisations.					
General Objective 3.0: Understand personal and environmental hygiene and safety						
	<p>3.1 Explain the importance of personal hygiene and safety in Food Service Operations.</p> <p>3.2 Describe the main ways in which personal hygiene is achieved.</p> <p>3.3 Explain the potential hygiene risks in food service areas.</p> <p>3.4 Explain the conditions, practices and procedures required to minimize hygiene risks in food service areas as it affects:</p> <p>(a) Design features</p>	Explain 3.1 to 3.5	<p>White board</p> <p>Textbooks</p> <p>Journals</p> <p>Internet and</p> <p>Relevant websites</p>	<p>3.1 Carry out pre-preparation before service.</p> <p>Hygiene handling process of service equipment/ environment</p>	Guide student to carry out the pre-preparation service	<p>1 Explain the importance of personal hygiene and appearance in Food Service Operations</p>

	<ul style="list-style-type: none"> (b) Siting of equipment and utensils. (c) Food handling techniques. (d) Required temperature for food service. (e) Personal hygiene (f) Cleaning procedures <p>3.5 Explain the importance of applying appropriate methods of waste disposal in catering.</p>					
General Objective 4.0: Know organizational structure for Food and Beverage operations						
	<p>4.1 Explain the different categories of staff in the food and beverage service operations.</p> <p>4.2 Explain the duties of the</p>	<p>Explain 4.1 to 4.2</p>	<p>Text books Journals Internet and relevant website</p>	<p>4.1 Draw the organogram of different F&B service operations</p> <p>4.2 Identify different grades of staff and their duties</p>	<p>Supervise students to draw the organogram</p> <p>Organize visit to standard Restaurants Guide students to identify different</p>	<p>Explain the different categories of staff in the food and beverage service operations</p>

	staff listed above.			in a standard restaurant	grades of staff and their duties	
General Objective 5.0: Know different types of equipment, furniture and décor in the restaurant						
	<p>5.1 Explain the types of chairs tables and sideboards suitable for food service areas and their uses.</p> <p>5.2 Describe restaurant equipment, utensils and portion control equipment.</p> <p>5.3 State the importance of interior decorations and fittings in food service area.</p>	Explain 5.1 to 5.3	<p>Textbooks</p> <p>Journals</p> <p>Pictures</p> <p>Internet</p> <p>Resources</p>	5.1 Set- up the different types of restaurant’s layouts and understand the location and use of different materials, utensils	Guide students to set -up the different restaurant’s layouts	Describe restaurant equipment, utensils and portion control equipment.
General Objective 6.0: Know the safe use, care and cleaning of counter and restaurant using basic cleaning materials						
	<p>6.1 Explain the safe use of basic cleaning materials and equipment such as:</p> <p>(a) Cloths</p> <p>(b) Brushes</p> <p>(c) Swabs</p>	Explain 6.1 to 6.2	<p>Textbooks</p> <p>Journals</p> <p>Internet and</p> <p>Relevant Websites</p> <p>Brochures</p>	<p>6.1 Demonstrate the safe use of the basic cleaning materials listed in 6.1</p> <p>6.2 Carryout cleaning of food and beverage service</p>	Supervise students to carry out 6.1 and 6.2	Explain the safe use of basic cleaning materials and equipment such as listed in 6.1

	(d) Mops (e) Brooms 6.2 Explain the use, care and cleaning of food and beverage service equipment such as: (a) Spoons (b) Ladles (c) Plates (d) Containers (e) Dishes (f) Trays (g) Glasses (h) Cookery (i) Pots (j) Bottle and can openers, coffee, tea and other beverage equipment			equipment listed in 6.2		
General Objectives: 7.0 Understand restaurant working practices and procedures						
	7.1 Explain the necessary mis-en-place 7.2 Demonstrate a methodical approach to the following: (a) Arrangement and	Explain 7.1 to 7.8	Text books Journals. Internet and Relevant Websites			Explain the necessary mis-en-place

	<p>sequence of food into Bain-marie (b) Line-up © Work during service (d) After-service procedures</p> <p>7.3 Explain the importance of 7.2 (a) – (d) above in customer relation.</p> <p>7.4 Explain the procedure for re-ordering and replenishing supplies.</p> <p>7.5 Explain Portion control and its effects on customer satisfaction.</p> <p>7.6 Explain the importance of proper storage of food after service.</p> <p>7.7 Distinguish useable items and waste.</p> <p>7.8 Explain post service activities.</p>								
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: HOUSE KEEPING OPERATION I	Semester: First	Contact Hours: 4
Code: HMT 115		Theoretical: 2hours/week
Credit Units: 4	Pre-requisite:	Practical: 3 hours /week
Course Goal: This course is designed to enable the student to acquire basic knowledge and skills of Housekeeping operations.		
<p>General Objectives: At the end of this course the student should be able to:</p> <ol style="list-style-type: none"> 1.0 Know the organization and work of the house-keeping department 2.0 Know the relationship between house-keeping department and other departments in the establishments 3.0 Know the various cleaning agents and their uses. 4.0 Know the various cleaning tools, equipment and their uses, care and maintenance 5.0 Know types of pests and pest control in hospitality industry 6.0 Know the importance of house-keeping stores and the methods. 7.0 Know the importance of a safe environment and how to achieve it. 		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: HOUSE KEEPING OPERATION I			Course Code: HMT 115		Contact Hours: 4	Credit Unit: 4
General Objective: 1.0: Know the organization and work of the house-keeping department						
Theoretical Content: 2 hours/week			Practical Content: 3 hours /week			
Weeks	Specific Learning Outcome	Teacher’s Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1	<p>1.1 Explain the organizational structure of the house keeping department in both commercial and non-commercial establishments.</p> <p>1.2 Explain the role of housekeeping personnel found in different classes of hospitality establishments.</p> <p>1.3 Explain the attributes, duties and the responsibilities of the staff in 1.2 above.</p>	<p>Explain the organisation structure of different establishments commercial and non-commercial establishments.</p> <p>Explain the role of the different personnel in the housekeeping departments and their attributes.</p>	<p>Sample charts of hospitality organizations.</p> <p>Charts</p> <p>Text books</p> <p>Journals.</p> <p>Internet and Relevant Websites</p>			<p>Explain the house keeping personnel found in different classes of hospitality establishments.</p>
General Objective 2.0: Know the relationship between house-keeping department and other departments in the establishments						

	<p>detergent, abrasives, toilet cleansers, window cleaners, polishes etc.</p> <p>3.3 Explain the choice and suitability of each of the cleaning agents in 3.2.</p> <p>3.4 Explain the use of each of the cleaning agents in 3.2.</p>					
General Objective 4.0: Know the various cleaning tools and equipment, their uses, care and maintenance.						
5 - 6	<p>4.1 Explain the different types of cleaning tools and equipment used for cleaning e.g. mops, dusters, mops buckets etc.</p> <p>4.2 Explain the choice, use and suitability of each of the</p>	<p>Describe the different tools and equipment used for cleaning</p> <p>Explain how to maintain the equipment in 4.1</p> <p>Demonstrate the cleaning of a mop after use.</p> <p>Explain cleaning terms e.g. mops,</p>		<p>4.1 Use each of the equipment in 4.1 above to clean suitable areas.</p> <p>4.2 Identify the types of cleaning tools and equipment used for cleaning</p>	<p>Guide students to use the tools and equipment in 4.1 to clean suitable areas.</p> <p>Guide students to clean the tools and equipment after use.</p>	<p>Explain the cleaning terms used in the industry.</p>

	<p>equipment in 4.1.</p> <p>4.3 Explain the maintenance of the equipment in 4.1.</p> <p>4.4 Explain the cleaning terms used in the industry e.g dusting, scrubbing, damp dusting, mopping, vacuum cleaning etc.</p> <p>4.5 Describe the methods, types of cleaning agents and equipment used for the following surfaces: furniture, w.c, floors, baths and washbasin taps etc.</p>	<p>dusters, mops, buckets etc.</p> <p>Explain dry dusting and wet dusting.</p> <p>Explain scrubbing with brush mopping</p> <p>Explain how to use vacuum cleaners.</p>		<p>4.3 Apply any of the 4.4 process in cleaning.</p> <p>4.5 Carry out maintenance of the equipment in 4.1</p>		
<p>General Objective 5.0: Know types of pests and pest control in hospitality industry</p>						

	<p>5.1 Explain the types of pests commonly found in establishments in the hospitality industry e.g. rats, mice, cockroaches etc.</p> <p>5.2 Explain the different type of pests commonly found in the establishments.</p> <p>5.3 Explain the havoc caused by pests.</p> <p>5.4 Explain pest control measures.</p>	<p>Explain the different types of pests commonly found in the establishments.</p> <p>Explain the havoc caused by these pests</p> <p>List pest control measures.</p>	<p>Textbooks</p> <p>Journals</p> <p>Fumigation equipment/ tools</p> <p>Chemicals</p>	5.1 Carry out simple pest control		Describe the different types of pests commonly found in hospitality establishments.
General Objective 6.0: Know the importance of house-keeping stores and the methods						
	<p>6.1 Explain the layout of a housekeeping store.</p> <p>6.2 Explain the storage requirements, issuing and method of control.</p>	<p>Explain typical layout of a housekeeping store.</p> <p>Explain the storage of equipment, and control of store.</p>	<p>Water, fire extinguishers, hose reels, sand bucket, fire blanket</p> <p>First aid box and content</p>			Explain the layout of a housekeeping store
General Objective 7.0: Know the importance of a safe environment and how to achieve it						
1	7.1 Explain the importance of personal and	Explain the importance of personal and	Water, fire extinguisher hose reels, sand bucket,	7.1 Carry out first aid procedures commonly found	Guide student on 7.1 to 7.3	Explain the importance of personal and

	<p>environmental hygiene.</p> <p>7.2 State the importance of fire prevention.</p> <p>7.3 State fire prevention measures.</p> <p>7.3 Explain how to operate fire-fighting equipment.</p> <p>7.4 Explain the importance of accident prevention.</p> <p>7.5 State the causes of accidents.</p> <p>7.6 Explain first aid procedures in a hospitality establishment.</p> <p>7.7 Explain the various illness or emergencies, which could occur.</p> <p>7.8 Explain first aid treatment for illness or emergencies.</p> <p>7.9 Explain the security hazards, associated</p>	<p>environmental hygiene.</p> <p>Explain the causes of accidents and how they can be prevented.</p> <p>Explain first aid procedures.</p> <p>Explain causes and types of fires in hospitality establishment</p>	<p>fire blanket First aid box and content</p>	<p>in a hospitality establishment.</p> <p>7.2 Carry out fire drills.</p> <p>7.3 Write the Report for fire and Accident appropriately.</p>		<p>environmental hygiene.</p> <p>Explain how to operate fire-fighting equipment.</p> <p>Explain the security hazards, associated with the building e.g. fires, key pilfering.</p>
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	<p>with hospitality structures e.g. fires, key pilfering.</p> <p>7.10 Explain measures to prevent fire outbreaks</p> <p>7.11 State the causes and types of fire in a hospitality establishment.</p> <p>7.12 Explain measures to prevent key/key card thefts.</p>					
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: HOSPITALITY SOFT SKILLS	Semester: First	Contact Hours: 2
Code: HMT 116		Theoretical: 2 hours/week
Credit Units: 2	Pre-requisite:	Practical: 0 hours /week
Course Goal: This course is designed to enable the student acquire essential soft skills for a career in hospitality.		
<p>General Objectives: At the end of this course the student should be able to:</p> <ol style="list-style-type: none"> 1.0 Understand the concept of Hospitality soft skills. 2.0 Understand the application of soft skills in the hospitality service operation 3.0 Know the standard practice for handling customer complaints and challenges 4.0 Know how to maintain organizational culture and values of the Hospitality trade. 5.0 Know Hospitality business ethics 6.0 Know how to manage customer relationship 		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: HOSPITALITY SOFT SKILLS			Course Code: HMT 116		Contact Hours: 2	Credit Unit: 2
General Objective: 1.0: Understand the concept of Hospitality soft skills						
Theoretical Content: 2 hours/week			Practical Content: 0 hours /week			
Week	Specific Learning Outcome	Teacher’s Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
	1.1 Explain the meaning of Hospitality soft skills 1.2 List the types of hospitality soft skills emotional intelligence such as: <ul style="list-style-type: none"> • communication • problem-solving • collaboration • critical thinking • conflict resolution • flexibility • leadership • interpersonal skills 1.3 Explain the essentiality of hospitality soft skills	Explain the meaning of Hospitality soft skills List and explain the various soft skills in hospitality services in 2.1 Explain the relevance of hospitality soft skills in the hospitality service encounter	Books, e- resources journals			Explain the relevance of hospitality soft skills in the hospitality service encounter

General Objective 2.0: Understand the application of soft skills in the hospitality service operation						
	<p>2.1 Outline the various situations requiring the application of hospitality soft skills such as:</p> <ul style="list-style-type: none"> • customer compliant • change of room • late arrival • cancellation • request for refund • service failure <p>2.2 Outline the relationship between hospitality soft skills and quality assurance in the Hospitality industry</p>	<p>Explain the various situations requiring the application of hospitality soft skills listed in 2.1</p> <p>Explain the relationship between hospitality soft skills and quality assurance in the Hospitality industry</p>	<p>Books, e- resources journals, video clips</p>			<p>Explain the various situations requiring the application of hospitality soft skills</p>
General Objective 3.0: Know the standard practice for handling customer complaints and challenges						
	<p>3.1 Explain the rationale for handling customer complaint in the hospitality service encounter</p> <p>3.2 Outline the standard procedure for handling a</p>	<p>Explain the rationale for handling customer complaint in the hospitality service encounter</p> <p>Explain the standard procedure for handling the various complaint</p>	<p>Books, Journals, e- Resources video clips</p>			<p>Explain the basis for handling customer complaint in the hospitality service encounter</p>

	<p>given complaint situation, e.g.:</p> <ul style="list-style-type: none"> • Service failure in a room • Poor baggage handling • Delayed service delivery <p>3.3 List the various challenges faced by customers in the service encounter such as:</p> <ul style="list-style-type: none"> • Language difficulties • Change in expectation • Decline in taste and preference • Electronic payment challenge 	<p>situations mentioned in 3.2</p> <p>Explain the various challenges faced by customers in the service encounter as listed in 3.3</p>				
General Objective 4.0: Know how to maintain organizational culture and values of the Hospitality trade						
	<p>4.1 Explain the meaning of organizational culture</p> <p>4.2 List the importance of organizational culture and values</p>	<p>Explain the meaning of organizational culture</p> <p>Explain the importance of organizational culture and values for the hospitality employee listed in 4.2</p>	<p>Books, Journals, e- Resources video clips</p>			<p>Explain the importance of organizational culture and values for the hospitality employee listed in 4.2</p>

	<p>for the hospitality employee such as:</p> <ul style="list-style-type: none"> • Increased employee engagement • Decreased turnover • Elevated productivity • Strong brand identity • Employee transformation • Effective employee orientation • Healthy team environment <p>4.3 List ways of improving organizational culture such as:</p> <ul style="list-style-type: none"> • Effective communication • Listening the concerns and ideas • Encouraging feedback 					
<p>General Objective 5.0: Know Hospitality business ethics</p>						

	<p>5.1 Define hospitality business ethics</p> <p>5.2 List the important ethical issues in the hospitality industry such as:</p> <ul style="list-style-type: none"> • Integrity • Trustworthiness • Respect for others • Accountability • Employee Theft • Dishonest Cleaning Practices • Providing Inferior Supplies • Hotel Espionage <p>5.3 Explain the importance of ethical behaviour in the hospitality business environment</p>	<p>Explain the meaning of hospitality business ethics</p> <p>Explain the important ethical issues in the hospitality industry as listed in 5.2</p> <p>Explain the importance of ethical behaviour in the hospitality business environment</p>	<p>Books, Journals, e- Resources video clips</p>			<p>Explain the importance of ethical behaviour in the hospitality business environment</p>
General Objective 6.0: Know how to manage customer relationship						
9	6.1 Explain the meaning of employee-customer relationship.	Explain the meaning of employee-customer relationship	Books, Journals, e- Resources video clips			Explain the importance of good relationship between the

	<p>6.2 Explain the importance of good relationship between the customer and the establishment</p> <p>6.3 List the methods of managing customer relationships in the hospitality industry such as:</p> <ul style="list-style-type: none"> • Effective and consistent communication • Being positive • Treating the client as an individual • Knowledge sharing • Being open-minded • Exceeding expectations • Understanding the client's goals • Speaking the client's language • Empathy 	<p>Explain the importance of good relationship between the customer and the establishment</p> <p>Explain methods of managing customer relationships in the hospitality industry as listed in 6.3</p>				<p>customer and the establishment</p>
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YEAR ONE SEMESTER TWO COURSES

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FRENCH LANGUAGE II Semester: Second Contact Hours: 2.0		
Code: HMT 121		Theoretical: 2 hours/week
Credit Units: 2	Pre-requisite: HMT 112	Practical: 0 hours /week
Course Goal: This course is designed to enable the student acquire basic knowledge of transportation.		
General Objectives: At the end of this course the student should be able to: 1.0 Know how to engage in simple conversations in French. 2.0 Know how to express oneself in the future. 3.0 Know how to express oneself in the past.		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FRENCH LANGUAGE II			Course Code: HMT 121		Contact Hours: 2	Credit Unit: 2
General Objective: 1.0: Engage in simple conversations in French						
Theoretical Content: 2 hours/week			Practical Content: 0hours /week			
Week	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1	1.1 Identify direct object pronouns 1.2 Explain comparative sentences 1.3 Explain simple vocabulary related to holidays. 1.4 Explain how to conjugate key irregular verb 1.5 Explain the use of 'trop' and 'pas assez'. 1.6 Explain vocabulary for the rooms of a home or building. 1.7 List types of housing in France 1.8 Identify pronominal verbs.	Explain the usage of direct object pronouns. Explain how to construct comparative sentences ('plus ... que'). Explain simple vocabulary related to holidays Explain conjugation for key irregular verbs Explain use of 'trop' and 'pas assez' Explain vocabulary for the rooms of a home or building. Explain types of housing common in France and the uses of the different rooms.	Audio visual Internet Resources Computer	1.1 Replace nouns with direct object complements in simple sentences. 1.2 Make simple comparative sentences 1.3 Use simple vocabulary related to holidays. 1.4 Make sentences Using key irregular verbs. 1.5 Use 'trop' and 'pas assez' in simple sentences. 1.6 Use the vocabulary for the rooms of a	Guide students in carrying out simple exercises using direct object complements. Guide student's in understanding and making their own simple comparative sentences, using holiday-related vocabulary.	Explain simple vocabulary related to holidays.

	<p>1.9 Explain how to excuse oneself.</p> <p>1.10 Identify common forms of entertainment in French-speaking countries.</p> <p>1.11 Identify the imperative form of verbs.</p> <p>1.12 Explain simple interrogative sentences using 'où' and 'qui'.</p> <p>1.13 Identify geographical prepositions (à/en/aux/chez/dans)</p> <p>1.14 Explain vocabulary for different forms of transport.</p>	<p>Give examples of pronominal verbs.</p> <p>Explain situations in which one may need to excuse oneself, and how to do so.</p> <p>Explain conjugation of the imperative form.</p> <p>Explain how to use 'où' and 'qui' in simple interrogative sentences.</p> <p>Explain how to use the different geographical prepositions (à/en/aux/chez/dans)</p> <p>Explain different forms of transport available in France.</p>		<p>home or building.</p> <p>1.7 Make sentences using pronominal verbs</p> <p>1.8 Excuse oneself</p> <p>1.9 Understand common forms of entertainment in French-speaking countries.</p> <p>1.10. Use the imperative form of verbs.</p> <p>1.11 Make simple interrogative sentences using 'où' and 'qui'.</p> <p>1.12 Hold a short telephone conversation.</p> <p>1.13 Use geographical prepositions in simple sentences.</p>		
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				1.14 Make sentences using the vocabulary for different forms of transport. 1.15 Respond to an emergency situation.		
General Objective 2.0: Express oneself in the future						
2	2.1 Identify the future tense. 2.2 Explain vocabulary for months and years. 2.3 Explain interrogative sentences using 'quand'. 2.4 Identify the verb 'être' in the future tense. 2.5 Explain temporal prepositions used to indicate the future. 2.6 Explain the verb 'avoir' in the future tense.	Explain conjugation of the future tense. Explain vocabulary for months and years Give examples of simple interrogative sentences using 'quand'. Explain conjugation of the verb 'être' in the future tense. Explain use of temporal prepositions used to indicate the future ('dans, en, pour, pendant').		2.1 Make simple sentences using the future tense. 2.2 Reply to simple interrogative sentences relating to time using vocabulary for months and dates. 2.3 Make simple interrogative sentences using 'quand'. 2.4 Use the verb 'être' in the future tense. 2.5 Make sentences using temporal	Guide students to carry out 2.1 to 2.11	Explain conjugation of the future tense. Give examples of simple interrogative sentences using 'quand'.

	<p>2.7 Explain indirect object pronouns.</p> <p>2.8 Explain the verb 'aller' in the future tense.</p> <p>2.9 Explain interrogative sentences with 'pourquoi' and 'comment'.</p> <p>2.10 Explain the expression of condition using 'Si' + <i>present</i>.</p> <p>2.11 Explain common expressions used in greeting cards.</p> <p>2.12 Identify major holidays celebrated in France.</p>	<p>Explain conjugation of the verb 'avoir' in the future tense.</p> <p>Explain how indirect object pronouns are used.</p> <p>Explain conjugation of the verb 'aller' in the future tense.</p> <p>Make interrogative sentences using 'pourquoi' and 'comments' as examples.</p> <p>Explain expressions using 'si + <i>present</i>'.</p> <p>Give examples of common expressions used in greeting cards/ ('adresser ses vœux')</p> <p>Explain how major holidays are celebrated in France, including</p>		<p>prepositions that indicate the future.</p> <p>2.6 Make sentences using the verb 'avoir' in the future tense.</p> <p>2.7 Use indirect object pronouns in sentences. pronouns in sentences.</p> <p>2.8 Make sentences using the verb 'aller' in the future tense.</p> <p>2.9 Make interrogative sentences using 'pourquoi' and 'comment'.</p> <p>2.10 Make sentences using the expression 'si' + <i>present</i>.</p> <p>2.11 Use common</p>		
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		Bastille Day, the new year and the main religious holidays.		expressions used in greeting cards.		
General Objective 3.0: Know how to express oneself in the past.						
3	<p>3.1 Explain <i>passé composé</i>.</p> <p>3.2 Explain the difference between verbs expressing action, and verbs expressing state.</p> <p>3.3 Explain the expression ‘Il y a’.</p> <p>3.4 Explain interrogative sentences using ‘quel’/le/l’s/les’.</p> <p>3.5 Identify basic vocabulary for food.</p> <p>3.6 Explain basic French conventions for eating.</p>	<p>Explain conjugation of the <i>passé composé</i> tense.</p> <p>Explain the difference between verbs expressing action, and verbs expressing state.</p> <p>Explain the effect of this on endings in the past tense.</p> <p>Give examples of sentences using the expression ‘Il y a’.</p> <p>Make simple sentences using ‘quel’ as examples.</p> <p>Explain basic vocabulary for food.</p>	Chalkboard Textbooks.	<p>3.1 Use the <i>passé composé</i> in sentences using verbs expressing action and state.</p> <p>3.2 Use the expression ‘Il y a’.</p> <p>3.3 Read and explain a curriculum</p> <p>3.3 Make interrogative sentences using ‘quel’/le/l’s/les’</p> <p>3.4 Use basic vocabulary for food.</p>	<p>Guide students in using the <i>passé composé</i> in sentences using verbs expressing action and state.</p> <p>Guide students in using the expression ‘Il y a’.</p> <p>Guide students in role-playing job interviews.</p> <p>Guide Student on item 3.3 to 3.6</p>	<p>Explain conjugation of the <i>passé composé</i> tense.</p> <p>Give examples of sentences using the expression ‘Il y a’.</p>

	<p>3.7 Explain the imperfect tense.</p> <p>3.8 Explain temporal prepositions used to express the past.</p> <p>3.9 Explain vocabulary expressing broad political and historical events.</p> <p>3.10 Identify the main institutions and figures of the French political system</p>	<p>Explain when the imperfect tense is used.</p> <p>Explain conjugation of the imperfect tense. Explain temporal prepositions used to expression the past(<i>en, depuis, pendant</i>)</p> <p>Explain vocabulary expressing broad political and historical events.</p> <p>Explain the main institutions and figures of the French political system.</p>		<p>3.5 Place and take orders in a restaurant.</p> <p>3.6 Make sentences using the imperfect tense.</p>		
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PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course Title: FOOD AND BEVERAGE PRODUCTION II	Code: HMT 122	Credit Hours: 6 hours/week
Credit Unit: 4 HOURS	Pre-requisite HMT 113	Theoretical: 2 hours/week
Semester: First		Practical: 4 hours/week

Course main Goal: This course is designed to enable Diplomate acquire knowledge and skills in Food and Beverage production in commercial and non-commercial organizations.

General Objectives:

On the completion of the course, the student should be able to:

- 1.0 Know the accepted food purchasing methods and procedures
- 2.0 Understanding menu planning and its importance to the consumer and the caterer
- 3.0 Understand the preparation and uses of stock, soup, sauce and gravy
- 4.0 Know the preparation of cold salads, hors d'oeuvre, hot and cold snacks and savouries and breakfast dishes
- 5.0 Know how to prepare sweet/desserts

PROGRAMME: NATIONAL DIPLOMA IN TOURISM MANAGEMENT TECHNOLOGY						
Course: FOOD AND BEVERAGE PRODUCTION II			Code: HMT 122		Credit Hours: 6 HOURS Credit Unit: 4	
General Objective 1:0 Know the accepted food purchasing methods and procedures						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
1.0	1.1 Define Food purchasing. 1.2 Explain the different methods and choices of food purchasing. 1.3 Explain food purchasing procedures.	Explain the meaning of food purchasing in the context of a hospitality establishment, giving details of methods and procedures	Text books Journals Multimedia Use charts			Define Food purchasing
General Objective 2.0 Understand menu planning and its importance to the consumer and the caterer						
	2.1 Explain the principles of menu planning. 2.2 Explain different types of menu (to include special functions) and their forms of service. 2.3. Explain reasons for portion control. 2.4 Explain areas of profit and loss in portion control.	Explain the importance of the consumer and the catering establishment. Explain different types of meals (to include special function) and their forms of service. Explain the principles of menu planning. Explain menus in accordance with accepted principles. Explain the reasons for porting control	Textbooks Journals Multimedia Use charts Food commodities	2.1 Carryout portion control	Guide students to carry out portion control	Explain the principles of menu planning

		Explain the areas of profit and loss in porting control.				
General Objective 3.0 Understand the preparation and uses of stock, soup, sauce and gravy						
	3.1 Define Stock, soup, sauce and gravy. 3.2 Explain preparation and uses of soup. 3.3 Explain preparation and uses of sauces. 3.5 Explain preparation and uses of gravies.	Define Stock, soup, sauce and gravy. Explain the uses and preparation processes in the preparation of soups, sauce and gravies. Explain preparation and uses of sauces and gravies.	Text Books Food commodities Kitchen Equipment	Prepare: - i. stocks ii. Soups iii. Sauces iv. Gravies	Guide students to prepare: i. stocks ii. Soups iii. Sauces iv. Gravies	Define Stock, soup, sauce and gravy
General Objective 4.0. Know the preparation of cold salads, hors d'oeuvre, hot and cold snacks and savouries and breakfast dishes						
4-5	4.1 Define: i. Salad ii. snacks (hot & cold) iii. savouries iv. breakfast dishes 4.2 Explain the items needed in various basic salad presentations, their points of quality, correct storage and handling. 4.3 Explain the preparation of salad items for all types of presentation and display, as a preliminary dish,	Explain 4.1 to 4.6	Textbooks, Internet Journals.	4.1 Prepare salad items for all types of presentation and display, as a preliminary dish, main course or accompaniment. 4.2 Produce hot and cold snacks, savouries and breakfast dishes.	Guide student on 4.1 to 4.4	Explain the items needed in various basic salad presentations.

	<p>main course or accompaniment.</p> <p>4.4. Explain the production of hot and cold snacks, savouries and breakfast dishes.</p> <p>4.5 Explain the importance of speed of services and the attractive display of snacks, including wrapping and selling.</p>			<p>4.3 Display items for cold buffet, cafeteria, bar and counter presentations to attract customers.</p> <p>4.4 Store various salads correctly.</p>		
General Objective 5.0 Know how to prepare sweet and desserts						
	<p>5.1 Explain sweet and desserts.</p> <p>5.2 Explain the preparations of sweets and desserts from raw materials, ready-mix, brought-in lines and other convenience food products.</p> <p>5.2 Explain the use of sweet commodities, their storage and handling.</p> <p>5.3 Explain the hygienic preparation and processing of hot and cold sweet presentations.</p> <p>5.4 Explain how to preserve and present the</p>	<p>Explain how to prepare variety of sweets and desserts from raw materials ready mix, brought in lines and other convenience food products.</p> <p>Explain the use of sweet commodities their storage and handling. Explain the preparation and processing of hot and cold sweet presentation.</p>	<p>Sweets and dessert Raw materials Kitchen equipment</p>	<p>5.1 Prepare variety of sweets and desserts from raw materials ready mix brought in line and other convenience food product.</p> <p>5.2 Carry out the hygienic preparation and processing of Hot and Cold sweets for presentation.</p> <p>5.3 Preserve and present the</p>	<p>Guide student on 5.1 to 5.4</p>	<p>Explain the preparations of sweets and desserts from raw materials, ready-mix, brought-in lines and other convenience food products.</p>

	<p>followings:</p> <ul style="list-style-type: none"> (i) basic pastes (ii) Basic items of sponges and pudding (iii) cold sweets from convenience products (iv) ice cream sweets (using bought in ice cream) (v) hot sweets and sauces (vi) bought in gateaux, pastries and fresh 			<p>listed item in 5.4.</p>		
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD AND BEVERAGE SERVICES II	Semester: Second	Contact Hours: 6
Code: HMT 123		Theoretical: 2 hours/week
Credit Units: 4	Pre-requisite:	Practical: 4 hours/week -
Course Goal: This course is designed to enable the student acquire basic knowledge and skills on Food and Beverage service operations		
General Objectives:		
At the end of this course the student should be able to:		
1.0 Know the types and styles of food service		
2.0 Know menu and accompaniments		
3.0: Know the different types of alcoholic and non-alcoholic beverage available in catering industry		
4.0 Know the control system in feed service		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FOOD AND BEVERAGE SERVICES II			Course Code: HMT 123		Contact Hours: 6	Credit Unit: 4
General Objective 1.0: Know the types and styles of food service						
Week	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1	1.1 Explain the different type and styles of service such as: a. waiter service b. plate and full silver service c. family service d. guerdon service individual tray service e. cafeteria service f. conventional and free flow service g. full self service h. meals on the wheel j. automatic vending machine k. outdoor catering 1.2 Explain the relative merits of the various methods of food service in 1.1.	Explain the different types and styles service in 1.1. Explain the relative merits of the various methods of food service as in 1.1 above.		1. Perform the different types and styles of service in 1.1	Supervise students in 1.	Explain the different types and styles of service.
General Objective 2.0: Know menu and accompaniments						
3	2.1 Define menu and accompaniments.	Explain menu and accompaniments.		1. Differentiate the different types of	Guide student on 1.	Define menu and

4	2.2 Explain the principles of menu planning in relation to the provision of meals.	Explain the principles of menu planning in relation to the provision of meals.		food accompaniments		accompaniments
	2.3 Explain the two popular types of menus and covers: (a) A la carte (b) Table d'hote 2.4 Explain the main types of accompaniments. 2.5 Describe different types of alcoholic and nonalcoholic beverage available in the catering industry.	Explain the main types of accompaniments. Explain the different types of alcoholic and non-alcoholic beverage available in the catering industry.				
General Objective 3.0: Know the different types of alcoholic and non-alcoholic beverage available in catering industry						
	1.1 Define alcoholic and non-alcoholic beverages.	Explain alcoholic and non-alcoholic beverages.	Samples of Beverages	1. Describe how Beverages can be kept before service.	Guide students to carry out item 1. and 2	Define alcoholic and non-

	<p>1.2 Explain the common beverages available in the food service area such as tea, coffee, milk and cocoa drinks.</p> <p>3.3 Explain different types of alcoholic and nonalcoholic beverage available in the catering industry</p>	<p>Explain common beverages available in the Food service areas.</p> <p>Explain the service procedure of tea, coffee, and non-alcoholic beverages such as aerated waters, natural spring, mineral bitters squashes, juices, syrups and smoothies in dispense Bar.</p>		<p>2. Apply the service procedures to tea, coffee, and non-alcoholic beverages such as aerated waters, natural spring, mineral waters, squashes, juices and syrups in dispense bars.</p>		<p>alcoholic beverages.</p>
General Objective 4.0 Know the control system of food service operation						
	<p>4.1 Explain the functions and procedures of control system in food service operation.</p> <p>4.2 Explain the three types of control systems: -</p> <p>a) Triplicate checking system,</p>	<p>Explain 4.1 to 4.2</p>	<p>Billing machine POS, dockets Restaurant receipt, summary sheet PC</p>	<p>1. Prepare food service sales from a given data.</p> <p>2. Analyze food service sales from a given data</p>	<p>Guide students on 1 and 2</p>	<p>Explain the functions and procedures of control system in food service operation</p>

	b) Duplicate checking system, c) billing machine, d) Point of Sale (POS),					
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FRONT OFFICE OPERATION I	Semester: second	Contact Hours: 5
Code: CODE: HMT 124		Theoretical: 2 hours/week
Credit Units: 3	Pre-requisite:	Practical: 3 hours/week -
Course Goal: This course is designed to enable the student to acquire knowledge and skills of Front office operations		
General Objectives:		
At the end of this course the student should be able to:		
1.0 Understand the relationship of the front office department with other departments within the organization.		
2.0 Understand the value and attributes of social skills of the front office employee		
3.0 Know the functions of the front office and its employees		
4.0 Know the checking procedures and the various records for registration		
5.0 Know the communication processes in hospitality organizations		
6.0 Know the importance of the telephone as a means of communication		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FRONT OFFICE OPERATION I			Course Code: HMT 124	Contact Hours: 5	Credit Unit: 3	
General Objective 1.0: Understand the relationship of the front office department with other departments within the organization						
Week	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1	<p>1.1 Explain how Front Office department gives the first impression of the organization.</p> <p>1.2 Explain the relationship of the Front Office with other departments: - F&B, housekeeping, and laundry and also other service departments: finance, security, maintenance, marketing.</p> <p>1.3 Explain the benefits that exist in fostering positive relations for:</p>	<p>Explain the relationship between front office and other departments.</p> <p>Explain ways in which the first impression of an establishment can be created through the front office.</p> <p>Explain how relationship between the front office and other departments can improve concierge service, increase sales and encourage esprit d' corps.</p> <p>Explain the different components of the Front Office in: Front desk; Concierge;</p>	<p>Audio visuals Diagrams Flip chart</p>	<p>1. Welcome and receive guests</p>	<p>Supervise students to welcome and receive guests</p>	<p>Explain how Front Office department gives the first impression of the organization</p>

	<p>i. Improved customer service ii. Increased sales iii. Good working atmosphere – team ‘spirit’.</p> <p>1.4 Explain the different components of the Front Office in: Front desk; Concierge; Switch board; Reception room; Lounge; Porters and luggage handling.</p> <p>1.5 State the relevance of product knowledge in Front Office operations.</p> <p>1.6 Explain the organizational structure of the front office.</p>	<p>Switch board; Reception room; Lounge; Porters and luggage handling.</p> <p>Explain the importance of product knowledge in front office.</p>				
General Objective 2.0: Appreciate the value and attributes of social skills of the front office employee						
	<p>2.1 Explain the attributes of the front office employee in terms of:</p>	<p>Explain what is required of front office employees in terms of their professional attitudes,</p>	<p>Pictures Video clips</p>			<p>Explain the attributes of a front office employee</p>

	<ul style="list-style-type: none"> i. High standard of professional attitude. ii. Hygiene standards. iii. Etiquette and communication skills. iv. Dress code 	standard of personal hygiene, grooming and communication skills				
General Objective 3.0: Know the functions of the Front Office and its employees						
	<p>3.1 Explain the functions of the front office which include:</p> <ul style="list-style-type: none"> i. Receiving and welcoming guests ii. Check-in / check-out of guests iii change of room. <p>1.3 List other services that could be expected from a front office department especially that of a small hotel.</p> <p>1.4 Explain how to allocate rooms</p>	<p>Explain the functions of the front office.</p> <p>List the importance of discretion in dealing with guest and the importance of respecting guests' privacy.</p> <p>Explain other services that could be obtained from the front office especially that of a small hotel.</p> <p>Explain Account payment and billing.</p>	<p>Reception area</p> <p>samples of guest registration forms</p> <p>computer system</p> <p>internet resources</p> <p>text books and journals</p> <p>audio visuals</p>	<ol style="list-style-type: none"> 1. Receive and welcome guests 2. Check-in /check-out of guests 3. Change Gusset room 	<p>Guide students to demonstrate how to:</p> <ul style="list-style-type: none"> i. Receive and welcome guests ii. Check-in /check out iii change of room room/check-out of guests 	<p>Explain the functions of the front office.</p> <p>Explain The value of discretion and respecting customer privacy for a Front Office employee</p>

	<p>to guest in case of block booking.</p> <p>1.5 Explain how best receptionist can advise guest to obtain other services within the city for example travel services and attractions.</p> <p>1.6 Explain Account payment and billing.</p> <p>1.7 Explain Luggage handling and how to ensure security of guest personal effects.</p> <p>1.8 Explain Handling guest mails, messages and paging.</p> <p>1.9 Explain The value of discretion and</p>	<p>Explain Luggage handling and how to ensure security of guest personal effects.</p> <p>Explain The value of discretion and respecting customer privacy for a Front Office employee</p>				
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	<p>respecting customer privacy for a Front Office employee.</p> <p>3.9 List other services e.g business services that could be expected from a Front Office department especially in small hotels</p>					
General Objective 4.0: Know the check-in procedures and the various records for guest registration						
	<p>4.1 Explain how to check guest histories accurately to identify guest details.</p> <p>4.2 Explain how to confirm reservations in accordance with establishment procedures.</p> <p>4.3 Explain how to allocate rooms in accordance</p>	Explain 4.1 to 4.5	<p>Computer</p> <p>Text books</p> <p>Guest history cards</p> <p>Reservation diary</p> <p>Internet resources</p> <p>Audio visuals</p> <p>Journals</p>	<p>1. Confirm Guest history/ reservation to identify their details before room allocation and check them in when they arrive.</p> <p>2. Distribute arrival list to all departments, notifying any special requirement for the Guest.</p>	<p>Guide the students to Confirm Guest history/reservation to identify their details before room allocation and check them in when they arrive.</p> <p>Distribute arrival list to all departments, notifying any</p>	Explain how to check guest histories accurately to identify guest details

	with guest requirements.					
4.4	Explain how to confirm reservations in accordance with establishment procedures.					
4.5	Explain how to compile arrival list noting any special requests.					

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD HYGIENE AND NUTRITION	Semester: second	Contact Hours: 4
Code: CODE: HMT 125		Theoretical: 2 hours/week
Credit Units: 2	Pre-requisite:	Practical: 2 hours/week -
Course Goal: This course is designed to familiarize student with basic concepts of food Hygiene and Nutrition		
<p>General Objectives: At the end of this course the student should be able to:</p> <ol style="list-style-type: none"> 1.0 Know the importance of Hygiene in food handling. 2.0: Know the sources of food contamination. 3.0 Know the causes and effects of food contamination and control. 4.0 Know the types of spoilage of specific foods. 5.0 Understand Nutritional importance of food and problem associated with its deficiency. 6.0 Know the metabolism of food in the body <p>.</p>		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FOOD HYGIENE AND NUTRITION		Course Code: HMT 125		Contact Hours: 4		Credit Unit: 2
General Objectives 1.0: Know the importance of Hygiene in food handling						
Weeks	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1	1.1 Explain the meaning of personal hygiene. 1.2 Explain personal hygiene regulations in catering as it affects personal cleanliness: hands, bathing, fingernails, mouth, nose etc.	Explain the meaning of personal hygiene. Explain personal hygiene in cleanliness hands, bathing, fingernails, mouth, and nose. Explain other procedures for maintaining food and kitchen hygiene	Projectors or Power Point Projectors Text books Brochures, journals, Magazines, Soap Cleaning equipment. Internet resources	1. Carry out hygiene routine maintenance of Kitchen. 2. Prevent food contamination in the kitchen using appropriate equipment and materials.	Guide student on 1 and 2	Explain the meaning of personal hygiene Identify other procedures for maintaining food and kitchen hygiene.
2	1.3 Identify other procedures for maintaining food and kitchen hygiene e.g. maintaining good working conditions, correct storage of food stuffs at the right temperature,					

	<p>correct heating of food, protection of food from vermin and insects etc.</p> <p>1.4 Identify other methods of preventing food contamination in catering: -</p> <ul style="list-style-type: none"> - food handlers - periodic medical test, - bi-annual selection, - use of equipment, - temperature control and food storage, - - correct methods of wash-up and refuse disposal control etc. <p>1.5 Explain the role of legislation, established code of conduct</p>	<p>Explain other methods of preventing food contamination in catering as in 1.4</p> <p>Explain the role of legislation, established code of conduct practice in catering industry.</p>				
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	practice in catering industry.					
General Objective:2.0: Know the sources of food contamination.						
	<p>2.1 Identify the sources of food contamination: - air, water, soil, man and animals as primary sources and chemicals as secondary sources of food contamination.</p> <p>2.2 List some specific microorganisms, which could be identified with the sources listed in 2.1 above.</p> <p>2.3 Describe the process of food contamination by the microorganisms identified in 2.2 above.</p>	Explain 2.1 to 2.3	Text books, brochures, journals, magazines, slides, film microscope	1. Identify microorganisms responsible for food spoilage.	Guide students to carry out the identification using microscopes.	Identify sources of food contaminations
General Objective 3.0: Know the causes and effects of food contamination and control						
	3.1 Identify the common types of food and water-borne infections	Explain methods of controlling food contaminations	Textbooks, brochures, journals, magazines, slides,	1. Subject foods to spoilage and compare with normal ones.	Guide students on 3.1 to 3.3	Identify the common types of food and water borne

	<p>(diseases): - typhoid fever, cholera, viruses, dysentery etc.</p> <p>3.2 Describe the nature of the organisms responsible for the infection listed in 3.1 above.</p> <p>3.3 Describe the method of controlling infections listed in 3.1.</p> <p>3.4 Identify the symptoms of the infections listed in 3.1 above.</p> <p>3.5 Identify the methods of spread and control of the diseases in 3.1 above e.g. natural body defenses, public health measures like immunization.</p>	<p>by food handlers: eg. periodic medical test, bi-annual selection, use equipment's temperature control, food storage to correct methods of washing up, refuse disposal.</p> <p>Explain the role of legislation to establish code of conduct and practice in catering industry.</p>	<p>film</p>	<p>2. Prepare, process and store foods and compare with fresh ones.</p> <p>3. Provide nutritional requirement for people with different nutritional problems.</p>		<p>infections (diseases)</p>
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	3.6 Identify first aid measures to be applied in cases of food contamination.					
WEEK	General Objective 4.0: Know the types of spoilage of specific foods.					
9	<p>4.1 Identify the major causes of food spoilage: - enzymes, microorganisms, pests, mechanical forces etc.</p> <p>4.2 Identify the physical characteristics of 4.1.</p> <p>4.3 Explain how the factors in 4.1. can be eradicated to prolong the life of foods.</p> <p>4.4 Describe spoilage of the following specific foods: - (a) Meat and meat products (b) Poultry and poultry</p>	<p>Explain major causes of food spoilage by enzymes, microorganism, mettle.</p> <p>Explain spoilage of the following food: meat and meat products Poultry and Poultry products, milk and dairy products.</p> <p>Explain spoilage in canned foods, fruit and vegetables, bread and other baked products, etc..</p>				<p>List major causes of food spoilage.</p> <p>Explain how the factors in 4.1. can be eradicated to prolong the life of foods</p>

	(c) Milk and dairy products (d) Fish and other sea foods (e) Canned foods (g) Fruits and vegetables (h) Bread and other bakery products: Beer, wine and soft drinks.					
WEEK	General Objective 5.0: Understand nutritional importance of food and problem associated with its deficiency					
	5.1 Define Food. 5.2 Explain the chemical composition of food. 5.3 Explain the effects of preparation, processing, cooking and storage on the nutritive value of foods e.g. tubers, cereal grains,	Explain 5.1 to 5.10	Charts and Posters Internet Resources Audio visuals Textbooks	Evaluate the effects of preparation, processing, cooking and storage on the nutritive value of foods using different methods.	Guide students to carry out the evaluation.	Define Food. Explain the chemical composition of food.

<p>11</p>	<p>fruits and vegetables.</p> <p>5.4 Define Nutrients.</p> <p>5.5 Differentiate between different food nutrients.</p> <p>5.6 List the classes of nutrients and their food sources.</p> <p>5.7 Define the following terms: a. Nutritional status Malnutrition</p> <p>5.8 Explain malnutrition and the common symptoms associated with it e.g. kwashiorkor, marasmus, obesity etc.</p> <p>5.9 State the factors that affect nutritional requirements e.g. age, sex, size and body</p>					
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	<p>composition, occupation, physiological conditions etc.</p> <p>5.10 Explain the Nutritional requirements of the following: -</p> <p>(a) infants</p> <p>(b) children</p> <p>(c) adolescents</p> <p>(d) pregnancy and lactation</p>					
WEEK	General Objective 6.0: Know the metabolism of food in the body					
	<p>6.1 Explain the mammalian alimentary canal.</p> <p>6.2 Describe the digestion, absorption, assimilation and storage of the following nutrients in the human body:</p>	<p>Explain the diagram of alimentary canal and activities in each section of the canal</p>	<p>Models of alimentary canal</p> <p>Textbooks</p> <p>Audio visuals</p> <p>Journals</p>	<p>1. Draw and labelled the mammalian Alimentary canal</p>	<p>Supervise students to draw</p>	<p>Explain the mammalian alimentary canal</p>

	(a) carbohy drates (b) proteins (c) fats					
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PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: ACCOUNTING FOR HOSPITALITY I	ND I Semester: 1I	Credit Hour: 2HOURS
	Pre-requisite	Theoretical: 2hours/week - %
Credit Units: 2	Code: HMT 127	Practical: 0hours/week - %

Course main Goal: This course is designed to enable student to acquire knowledge and skills to practice accounting in Hospitality Industry.

General Objectives:

On completion of the course, the student should be able to:

- 1.0 Know history, principles, role and conventions of accounting
- 2.0 Understand principles of double entry.
- 3.0 Know capital and revenue items
- 4.0 Know books of original entry.
- 5.0 Know the uses of ledger.
- 6.0 Know trial balance.
- 7.0 Know how errors are identified
- 8.0 Know the uses of journal.
- 9.0 Understand bank reconciliation statements
10. Know depreciation.

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: Accounting for Hospitality I			Code: HMT 126		Credit Hour: 2	
					Credit Unit: 2	
General Objective 1.0 Know history, principles, role and conventions of accounting						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
1-2	1.1 State the history of accounting and the conventions. 1.2 Explain the principals involved in accounting. 1.3 Explain the role of accounting activity in the operation of an enterprise. 1.4 State the significance of accounting activities in the operation of a hotel/catering industry.	Give brief definition of accounting. Explain the concepts and conventions of Accounting. Explain the relationship of accounting activities in the operation of a hospitality industry. State the importance of accounting activities to hospitality industry.	Overhead projector Textbooks Internet Resources Audio Visuals		.	Explain the principals involved in accounting

General Objectives 2.0 Understand principles of double entry						
	2.1 Explain the principles of double entry. 2.2 Explain how to make correct entries in the ledger.	Explain 2.1 to 2.2	Overhead projector Textbooks Internet Resources Audio Visuals	Make correct entries in a ledger	Guide student to make correct entries in a ledger	Classify capital and revenue items
General Objectives 3.0 Know capital and revenue items						
	3.1 Define capital and revenue items. 3.2 Classify capital and revenue items. 3.3 Explain the accounting treatment with respect to capital and revenue items.	Explain 3.1 to 3.2	Overhead projector Worked examples Textbooks Internet Resources			Explain the principles of double entry.
General Objectives 4.0 Know books of original entry						
4	4.1 Define books of original entry. 4.2 Explain the books of original entry (e.g. cash book,	Explain source documents Explain books of original entry.	Overhead projector Pre-printed source documents.			Define books of original entry

	<p>sales day book, purchases day book, return inwards and outwards books, journal, petty cash book and the imprest).</p> <p>4.3 Explain the uses of the various books.</p> <p>4.4 Make accounting entries in the various books.</p>		Computer spreadsheet application			
General Objectives 5.0 Know the use of ledger						
10-11	<p>5.1 Define a ledger.</p> <p>5.2 Explain the uses and importance of a ledger.</p> <p>5.3 Explain how to make correct entries in a ledger and carry down periodic balances.</p> <p>5.4 Explain the end use of ledger balance.</p>	<p>Explain the various types of ledger. Explain the uses and importance of ledger and how to post to the accounts in the ledger. Illustrate how to balance accounts to form a trial balance.</p>	Kalamazoo Interactive Quizzes downloaded from Internet	Post properly to accounts in a ledger and carry down periodic balances.		Define a ledger
General Objectives 6.0 Know trial balance.						
11-12	6.1 Define a trial balance	Explain 6.1 to 6.4	Kalamazoo Interactive			Define a trial balance

	6.2 State the need for a trial balance and its use. extract a trial 6.3 Explain how a trial balance is extracted 6.4 Extract through practice the trial balance of a transaction, at the end of a period. balance.		Quizzes downloaded from Internet			
General Objectives: Know how errors are identified.						
	7.1 Explain how errors are detected. 7.2 Explain types of accounting errors. 7.3 Explain how detected errors are corrected.	Explain how errors are detected and corrected. Explain the effect of errors on financial statements.	T-accounts downloaded from Internet trial balance competed on spreadsheet	Detect and correct accounting errors. Correct accounting errors	Guide students to detect and correct accounting errors	Explain how errors may be detected
General Objective 8: Know the uses of journal.						
	8.1 Define Journal. 8.2 Explain the use and importance of vouchers. 8.3 Explain the use of a Journal in relation to transactions which do not involve cash	Demonstrate the use of the Journal.	Flipchart			Define Journal

	payments or cash receipts. 8.4 Make various journal entries.					
General Objective 9: Understand bank reconciliation statements.						
	9.1 Define bank reconciliation statement. 9.2 Explain the need for bank reconciliation. 9.3 Explain reconciliation of a given cash account and bank account.	Explain 9.1 to 9.3	Sample blank bank statements. Pro-forma Invoice Computer systems	1. Carry out a bank reconciliation, of a given cash account and bank account	Guide the students in the preparation of bank reconciliation statements.	Define bank reconciliation statement
General Objective 10: Know depreciation.						
	10.1 Define depreciation. 10.2 Explain the necessity or depreciation. 10.3 Explain the methods of depreciation. 10.4 Explain how to trace depreciation entries in accounting to its final stage.	Explain depreciation and the various methods used in its calculations. Explain how to calculate depreciation using straight line method and reducing balance method. Show how depreciation should appear in the books of accounts.	Overhead projector Worked examples Computer packages. Projector Spreadsheets			Define depreciation

General Objective 11: Understand accrual and prepayment.						
	11.1 Define accruals and prepayments. 11.2 Explain the accounting treatment of accruals and prepayments.	Explain accruals, prepayments and their accounting treatment	Projector Worked examples			Explain the accounting treatment of accruals and prepayments
General Objective 12: Know final accounts.						
	12.1 Explain the meaning of final accounts. 12.2 Describe the stages in the preparation of final accounts. 12.3 Extract a single final account of a sole trader (Trading Profit and Loss Account and the Balance Sheet).	Explain the meaning of final accounts. Illustrate the preparation of final accounts.	Produced using computer spreadsheet. Final accounts produced on spreadsheet.			Explain the meaning of final accounts

YEAR TWO SEMESTER ONE COURSES

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD AND BEVERAGE PRODUCTION III		Semester: Second Contact Hours: 6.0
Code: HMT 211		Theoretical: 2 hours/week
Credit Units: 4	Pre-requisite: HMT 122	Practical: 4 hours /week
Course Goal: This course is designed to enable student to acquire knowledge and skill in food and beverage production		
General Objectives:		
<p>At the end of this course the student should be able to:</p> <p>1.0 Understand the concepts and principles of kitchen planning</p> <p>2.0 Know simple hors d'oeuvre and salads</p> <p>3.0 Understand the importance of Nutrition in food preparation</p> <p>4.0 Understand elementary Larder work (fish, poultry, meal and games)</p> <p>5.0 Know the use of vegetables.</p>		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FOOD AND BEVERAGE PRODUCTION III			Course Code: HMT 211	Contact Hours: 6	Credit Unit: 4	
General Objective: 1.0: Understand the concepts and principles of kitchen planning						
Theoretical Content: 2 hours/week			Practical Content: 4 hours /week			
Week	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1.0	1.1 Explain Kitchen planning 1.2 Explain the factors involved in the choice of design for different establishments e.g cost, durability, etc. 1.3 Explain the principles of equipment arrangement in a kitchen. 1.4 Describe how to sketch transport and delivery route and drainage system for a kitchen.	Explain the factors involve in the choice of design for different establishment e.g. cost durability. Explain the principles of equipment arrangement in a kitchen. Explain transport and delivery route and	Textbooks Journals Audio visuals Kitchen equipment Charts	Sketch transport and delivery route and drainage system for a kitchen. Identify the principles of equipment arrangement in a kitchen.	Guide students on 1 and 2	Explain Kitchen planning

	1.5 Outline current development in kitchen systems.					
General Objective 2.0: know simple hors d'oeuvre and Salad						
	<p>2.1 Define hors d'oeuvre and Salad.</p> <p>2.2 Identify the various simple and compound (composite) salads</p> <p>2.3. Explain how to classify the various simple and compound hors d'oeuvre.</p> <p>2.4 Describe the raw materials and special products available for salad making.</p> <p>2.5 Identify the source, season, quality and cost of the materials in 2.4 above.</p> <p>2.6 Prepare hors d'oeuvre and salad dishes to include the economic utilization of raw and cooked food.</p> <p>2.8 Control portion with regard to hors d'oeuvre and salad dishes.</p>	<p>Explain the various simple and composite hors d'oeuvre.</p> <p>Explain the various simple and compound Salads.</p> <p>Explain raw materials and special products needed for making salad.</p> <p>Explain the sauce season quality and cost of the materials in 2.3</p> <p>Explain hors d'oeuvre and salad dishes.</p> <p>Explain portion control with regards to salad and hors d'oeuvre.</p>	<p>Textbooks</p> <p>Journals</p> <p>Audio visuals</p> <p>Kitchen equipment</p> <p>Charts</p> <p>food commodities</p> <p>internet resources</p>	<p>1. Identify the various simple and composite materials and product for making hors d'oeuvre.</p> <p>2. Classify the various simple and composite hors d'oeuvre.</p> <p>3. Prepare simple and compound hors d'oeuvre and salads.</p> <p>4. Portion and Present cold table items using accompaniments such as: wine, liaison, reductions, glazes, marinades and</p>	<p>Guide students to identify composite materials and products for hors d'oeuvre.</p> <p>Guide students to Classify the various simple and composite hors d'oeuvre.</p> <p>Supervise students' activities</p>	<p>Define hors d'oeuvre and Salad</p>

	<p>2.9 Make various salad dressing and sauces.</p> <p>2.10 Prepare cold fish, meat, poultry, game and pies including basic decorated aspic and chafroid dishes.</p> <p>2.11 Explain the portioning and Presentation of cold table items using accompaniments such as: wine, liaison, reductions, glazes, marinades and natural liquor in meal and fish sauces.</p> <p>2.12 Explain the advantages of using convenience food.</p> <p>2.13 Explain the quality and cost benefits in using convenience products as against fresh food.</p>			<p>natural liquor in meal and fish sauces.</p>		
General Objective 3.0: Understand the importance of Nutrition in food preparation.						
	<p>3.1 Explain the structure and composition of various foods viz: meat, cereals, fruit and vegetables, fats</p>	<p>Explain the structure and composition of various foods in 3.1.</p> <p>Explain the nutritional value, appearance, taste</p>		<p>1. Sketch and labelled the structure and composition of various foods</p>		<p>Explain the structure and composition of various foods</p>

	<p>and oils, eggs, milk and cream.</p> <p>3.2 Explain the nutritional value, appearance, taste, color and convenience of novel proteins.</p> <p>3.3 Explain the effect of protein on the nutritional content of menu when various preserved commodities are substituted for fresh.</p> <p>3.4 Describe the precautions to be taken during food storage, preparation, cooking and service to maintain optimum nutrient content of commodities.</p> <p>3.5 Describe changes in the nutritive value of food during storage.</p>	<p>cost and convenience of novel proteins.</p> <p>Explain the effect of protein on the nutritional content of menu when various preserved commodities are substituted for fresh.</p> <p>Explain the precautions to be taken during food storage, preparation, cooking and service to maintain optimum nutrient content of commodities.</p> <p>Explain changes in the nutritive value of food during storage.</p>		in 3.1		
General Objective 4.0: Understand elementary larder work (fish, poultry, meat and games)						
	4.1 Explain larder work.	Explain the types of fish, meat poultry and games commonly used in the		Apply appropriate methods of cookery to whole		Explain larder work.

	<p>4.2 Explain culinary terms as it relates to 4.1 like Filleting.</p> <p>4.3 Describe the types of fish, poultry, meat and games commonly use in the industry.</p> <p>4.4 Explain the characteristics of fish, poultry, meat and games.</p> <p>4.6 Explain how to apply appropriate methods of cooking to whole or cut, fresh, frozen or other prepared forms of items in 4.3.</p> <p>4.7 Explain how to appropriately, stuff sauce, garnish and presentations in each of 4.3.</p> <p>4.8 Explain the applications of portion control in the</p>	<p>industry.</p> <p>Demonstrate the cooking of fish, poultry, meat and games using different methods of cooking.</p> <p>Explain appropriate methods of cookery to whole or cut freshy, frozen or other prepared forms of items in 4.3</p> <p>Explain the characteristics of fish, poultry, meat and games.</p> <p>Explain appropriate garnishes, sauces, stuffy processes and presentation in each 4.3</p> <p>Explain portion control in the preparation, cooking and the service of fish, poultry, meat and games.</p>		<p>or cut fresh, frozen or other prepared forms of items in 4.3.</p> <p>Use appropriate garnishes, sauces, stuffing and presentations in each of 4.3</p> <p>Apply portion control in the preparation, cooking and the service of fish, poultry, meat and games</p>		<p>Explain the characteristics of fish, poultry, meat and games</p>
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	preparation, cooking and the service of fish, poultry, meat and games.					
General Objective 5.0: Know the use of vegetables.						
5.0	<p>5.1 Explain classifications of vegetable:</p> <p>a. leafy</p> <p>b. roots etc.</p> <p>5.2 Explain the sources, purchasing, quality and storage of vegetables.</p> <p>5.3 Explain the selection of vegetables for specific culinary applications.</p> <p>5.4 Explain the Preparation of vegetables using mechanical equipment.</p> <p>5.5 Explain preliminary cooking processes to vegetables.</p> <p>5.6 Explain how to prepare, cook and present fresh and convenience vegetables.</p>	Explain 5.1 to 5.9	Kitchen equipment Food commodities	<p>Apply preliminary cooking processes to vegetables.</p> <p>Prepare, cook and present fresh and convenience vegetables.</p>	<p>Guide students on item 1.</p> <p>Supervise students on item 2</p>	<p>Explain classifications of vegetable.</p> <p>Explain the Preparation of vegetables using mechanical equipment.</p>

	<p>5.7. Describe the use of vegetables as an accompaniment to a meal, garnish to a dish and as a separate course.</p> <p>5.8 Explain why the cooking of vegetables should be done close to the serving time as much as possible.</p>					
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD AND BEVERAGE SERVICE III		Semester: First
Code: CODE: HMT 212	Contact Hours: 6	Theoretical: 2 hours/week
Credit Units: 4	Pre-requisite:	Practical: 4 hours/week -
Course Goal: This course is designed to enable the student acquire knowledge and skills in Food and Beverage Service		
General Objectives:		
At the end of this course the student should be able to:		
1.0 Know the importance of interpersonal skills on food service operation		
2.0 Know the preparation and clearing of tables in food service area		
3.0 Know the control system in food service area		
4.0 Know the process and techniques for dealing with guests' complaints and queries		
5.0 Know standard and traditional food service systems.		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: FOOD AND BEVERAGE SERVICE III		Course Code: HMT 212		Contact Hours: 6		Credit Unit: 4
General Objective 1.0: Know the importance of interpersonal skills on food service operation						
Week	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
1.0	<p>1.1 Describe the importance of appearance, courtesy, tact, patience and a pleasant manner in contact with customers and colleagues.</p> <p>1.2 Explain the necessity for sensitivity to people with different values and expectations in food service operations.</p> <p>1.3 Explain the importance of team work in the food service operations.</p> <p>1.4 Explain the need for effective communication and procedures in a food service organization.</p>	<p>Explain the importance of appearance, courtesy, tact, patience and a pleasant manner in contact with customers and colleagues.</p> <p>Identify the sensitivity areas in the food service operation.</p> <p>Enumerate the importance of team work and Communication in the food service operation.</p> <p>Explain organizational set-up.</p>	<p>Organisation chart</p> <p>Charts</p> <p>Posters.</p>	<p>1. Demonstrate how to address customers' complaints.</p>	<p>Supervise students on 1</p>	<p>Identify the sensitivity areas in the food service operation.</p>

	Describe organization and attendance to the handling orders. 1.6 Explain the procedures for dealing with customers' requests and complaints.					
General Objective 2.0: Know the preparation and clearing of tables in food service area						
	2.1 Describe how to lay and clear tables thus: (a) fold napkins of different styles. (b) Prepare and stock the side board for service (c) Load and carry a service tray (d) Lay plates, cutlery and glassware in the presence of guest (e) Clear away plates, cutlery and glassware in the presence of guests.	Explain how to fold napkins of different styles and how to prepare and stock the sideboard for service. Explain how to load and carry service tray, lay plates, cutlery and glassware in the Presence of glass. Clear away plates, cutlery and glassware in the presence of guests.	Restaurant service equipment	Fold napkins of different styles. Prepare and stock the side board for service Carry trays, lay tables/plates, cutlery and glassware. Clear away plates, cutlery and glassware in the presence of guests.	Supervise student on item 1 and 2.	Describe how to clear tables thus: 2.1
General Objective 3.0: Know the control system in food service area						
	3.1 Explain the functions and procedures of control in the food service area.	Explain control procedures and systems in the food service area.	Card boards plain sheets of papers Markers Biro etc.	1 Take orders using dockets.	Guide students to take orders,	Explain the functions and procedures of control in the food service area.

	<p>3.2 Explain the three different types of control systems e.g.</p> <p>(a) Triplicate checking system.</p> <p>(b) Duplicate checking system</p> <p>(c) Waiter billing machine</p> <p>3.3 Explain the analysis of food service sales.</p>	<p>Explain the three different types of control systems listed in 3.2</p> <p>Explain the analysis of food service sales</p>	Textbooks	<p>2. Prepare sales analysis from the restaurant.</p> <p>3. Prepare guest bills.</p>	Guide students to prepare sales analysis and guest bills	
General Objective 4.0: Know the process and techniques for dealing with guests' complaints and queries.						
	<p>4.1 Explain the procedures for dealing with customers' complaints and queries</p>	<p>Students to discuss customer's complaints</p> <p>Discuss on how to address guest and guide guest on the menu.</p>	<p>Restaurant/ Dining Room Restaurant equipment. menu card Wine list</p>	<p>Demonstrate how to address customers correctly and guide the customer on the menu and wine list comfortably.</p>	Supervise students on 1	<p>Explain the procedures for dealing with customers' complaints and queries.</p>
General Objective 5.0: Know standard and traditional food service systems						
	<p>5.1 Describe the main features of the following methods of service in the food service industry: banqueting service, buffet service, silver</p>	<p>Explain the main features of methods of service in 5.1</p> <p>Explain good service situation appropriate for each method of service referred to above in relation to</p>	<p>Restaurant/ Dining Room Restaurant equipment. menu card</p>	<p>Demonstrate the services listed in 5.1</p> <p>Demonstrate how to exhibit good Service appropriate for each method of service in 5.1</p>		<p>Explain a good service situation appropriate for each method of service referred to in 5.1</p>

	<p>service cafeteria and hospital service.</p> <p>5.2 Explain a good service situation appropriate for each method of service referred to in 5.1 above.</p> <p>5.3 Explain the relative merits and demerits of the various methods in 5.1 above in relation to given service situation.</p>	<p>advantages and disadvantages.</p>				
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: HOUSE KEEPING OPERATION II	Semester: First	Contact Hours: 5
CODE: HMT 213		Theoretical: 2 hours/week
Credit Units: 3	Pre-requisite: HMT 115	Practical: 3 hours/week -
Course Goal: This course is designed to enable the student acquire knowledge and skills in housekeeping laundry operations		
<p>General Objectives:</p> <p>At the end of this course the student should be able to:</p> <ol style="list-style-type: none"> 1.0 Know the organisational structure of a linen room 2.0 Know the importance of floor and floor covering 3.0 Know the basic electricity supply, lighting system in a hospitality establishment 4.0 Understand the principles of interior decoration and floral arrangement. 5.0 Know the importance of soft furnishing 6.0 Know different types of fabrics (natural and manmade), their suitability for use, care and laundry within the establishments. 7.0 Understand the techniques of sewing. 		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: HOUSE KEEPING OPERATION II			Course Code: HMT 212		Contact Hours: 5	Credit Unit: 3
General Objective 1.0: General Objective 1.0: Know the organisational structure of a linen room						
Weeks	Specific Learning Outcome	Teacher's Activities	Resources	Specific Learning Outcome	Teachers Activities	Evaluation
	<p>1.1 State the common uses of Natural and man-made fibers e.g.</p> <p>(a) Natural fiber: cotton, linen, silk, wool etc.</p> <p>(b) Synthetic rayon, nylon, acrinol etc.</p> <p>1.2 Identify various fabrics in common use in Hospitality establishments.</p> <p>1.3 Explain the properties and characteristics of the fabrics in 1.2 above.</p> <p>1.4 Describe the making of fabrics – spinning,</p>	<p>Explain the various natural and man made fibers.</p> <p>Explain the various fabrics in use in the Hospitality Industry.</p> <p>Enumerate the characteristics of fabrics in 1.2</p> <p>Describe the making of fabrics – spinning weaving and finishing.</p> <p>Explain the uses and qualities and methods of laundry of fabrics in</p> <p>Explain the different types of laundry</p>	<p>Fabrics - Cotton, woolen linen man made.</p> <p>Solvents organic solvents Benzene acids and Alkaline Bleaches enzymes. proprietary brands Bed sheets Table</p>	<p>1. Identify various fabrics commonly use in Hospitality establishments,</p> <p>2. Identify the different types of laundry equipment in the hotels</p> <p>3. Carry out laundry of different fabrics commonly use in Hotels</p>	<p>Guide students to carry out 1.1 to 1.3</p>	<p>State the common uses of Natural and man-made fibers.</p> <p>Describe the making of fabrics – spinning, weaving and finishing</p>

	<p>weaving and finishing.</p> <p>1.5 Explain the qualities, uses and methods of laundry of the fabrics in 1.2 above.</p> <p>1.6 Explain the layout of a laundry room.</p> <p>1.7 List the different types of laundry equipment available in the hospitality industry.</p> <p>1.8 Explain the factors militating against the choice, care and maintenance of equipment mentioned in 1.6 above.</p> <p>1.9 Explain the operational procedure of a dry-cleaning service.</p>	<p>equipment available in the hospitality industry.</p> <p>Explain the factors militating against the choice, care and maintenance of equipment mentioned in 1.6 above.</p>				
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	<p>1.10 Explain the differences between laundry service and dry-cleaning service in Hospitality establishment.</p> <p>1.11 Identify types of stains, e.g. water-soluble stains, insoluble stains, soluble in substances other than water etc.</p>					
General Objective 2.0: Know the organizational structure of a linen room						
2	<p>2.1 Explain the organizational structure and layout of a linen room.</p> <p>2.2 Identify the equipment found in a standard linen room.</p> <p>2.3 Identify different types of hotel linen e.g. bed sheets, bed covers, towels,</p>	<p>Explain the organization structure and layout of a linen room.</p> <p>Explain the equipment found in the linen room.</p> <p>Describe the types of hotel linen.</p> <p>Describe the various methods of purchasing linen.</p>	<p>Sewing machine, linen basket, solving table</p> <p>Bed sheets, bed covers, towel, pillowcases, blankets, tablecloth, napkins</p> <p>Counter, shelves, tables, trolley, requisition book</p>	<p>1. Produce linen album</p> <p>2. Sort out different types of linens according to use and types.</p> <p>3. Carry out stain removal activities</p> <p>4. Operates laundry equipment</p>	Supervise 2.1 to 2.4	Explain the quality requirements including the choice of linen stated in 2.3

	<p>pillowcases, tablecloth, napkins etc.</p> <p>2.4 Explain the quality requirements including the choice of linen stated in 2.3 above.</p> <p>2.5 Describe methods of purchasing hotel linen e.g. contract buying, direct purchase by the house keeper, hiring, or buying by the hotel purchasing officer etc.</p> <p>2.6 Describe the storage and issuing procedures of hotel linen.</p>	<p>Explain linen issuing procedure.</p> <p>Explain the storage of linen.</p>				
<p>General Objective 3.0: Understand the techniques of sewing</p>						
	<p>3.1 Identify different types of sewing machines in a hotel linen room.</p> <p>3.2. Explain the operational</p>	<p>Explain 3.1 to 3.5</p>	<p>Sewing machine, scissors, table, needle, stool, tape measure, fabric, thread, marker, button</p>	<p>1. Make basic stitches in sewing eg tacking, running, hemming, over sewing etc</p>	<p>Supervise students on 3.1 and 3.2</p>	<p>Describe the choice, care and maintenance procedures of</p>

	mechanism of machines in 3.1 3.3 Describe the choice, care and maintenance procedures of the sewing machines mentioned in 3.1			2. Repair and renovate linen using sewing machines.		the sewing machines
WEEK	General Objective 4.0: Know the importance of soft furnishing					
	4.1 Explain fabrics suitable for soft furnishing. 4.2 Describe factors that influence the selection of fabrics for making curtains, cushion covers, bedcovers, pillowslips or cases etc.	Explain the factors which influence the choice of fabrics for various articles e.g. curtain, bed sheet. Explain factors which affect the amount of materials needed for making the items in 4.3	Cotton material, velvet, acrylic, damask, daylong Sewing machines, thread, needles Razor blades Scissors	1. Select materials for making curtains, cushion covers, bedcovers, pillowslips etc. 2. Calculate the amount of materials needed for making the items in 4.3 above.	Guide students to select materials for making curtains Guide student to calculate the amount of materials needed for making the items in 4.1	Describe factors that influence the selection of fabrics for making curtains, cushion covers, bedcovers, pillowslips or cases etc.
WEEK	General Objective 5.0: Know the importance of floor and floor covering					
	5.1 Explain the different types of floor finishes. 5.2 Explain different floor covering e.g. cork, wood, plastic tiles, ceramic tiles, carpets, linoleum etc	Explain the different types of floors and floor finishes used in the hospitality industry. Describe the different floor coverings in use e.g. cork, wood, plastic tile, carpet linoleum.	Samples of floor materials and floor coverings.	Prepare album of floor finishes. Carry out cleaning of floor using different methods and materials	Supervise students on 1 and 2	Identify the different types of floor finishes
WEEK	General Objectives 6.0: Know the basic electricity supply, lighting system in a hospitality establishment					

6	<p>6.1 Explain technical terms like D.C and A.C, conductor, volts, AMPS etc.</p> <p>6.3 Explain how to Identify different types of fuses.</p> <p>6.4 Explain the uses of fuses and stabilizers.</p> <p>6.4 Explain the lighting system e.g. filament, fluorescent.</p> <p>6.5 Describe the lighting system suitable for the following areas: bedroom, bathr oom, staircases, fire exit etc.</p> <p>6.6 Explain the importance of effective lighting in a hospitality establishment.</p>	<p>Define the electrical terms DC, AMPs, Volt, conductor.</p> <p>Explain the use of different types of fuses.</p> <p>Describe filament and fluorescent lighting system stating the advantages and disadvantages of each.</p> <p>Describe the lighting system suitable for various areas of the hospitality establishment e.g. bedroom, stir case,</p>	<p>Fuses, stabilizers, bulbs – filament, fluorescent Lamp holders, lamp shades, pelmets for concealed lighting</p>	<p>1. Take an excursion to a hotel to see different lighting effects.</p>	<p>Supervise students during the excursion</p>	<p>Explain how to Identify different types of fuses.</p>
WEEK	General Objectives 7.0 Understand the principles of interior decoration and floral arrangement					

<p>7.0</p>	<p>7.1 Explain the terms: interior decoration and floral arrangement.</p> <p>7.2 Explain factors to bear in mind when planning interior decoration and floral arrangement.</p> <p>7.3 Explain the effect of bad interior decoration and floral arrangement to an operation.</p> <p>7.4 Explain how to furnish a room for particular purpose e.g. gust room, lounge etc.</p> <p>7.5 Explain how to arrange flowers for the rooms mentioned in 7.4 above.</p>	<p>Explain 7.1 to 7.5</p>	<p>Audio visuals Journals Text books Internet resources</p>			<p>Explain the terms: interior decoration and floral arrangement</p>
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PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course Title: FOOD SCIENCE AND NUTRITION	Semester: Second	Contact Hour: 4
Code: HMT 214		Theoretical: 2hours/week - %
Credit Unit: 2	Pre-requisite HMT 125	Practical: 0hours/week - %

Course Goal: This course is designed to expose students to the knowledge of Food processing and preservation techniques

General Objectives:

On the completion of the course, the student should be able to:

- 1.0 Understand the basic principle of food science
- 2.0 Understand the principles of food processing and preservation
- 3.0 Understand the fundamental principles of traditional food processing and preservation in Nigeria
- 4.0 Know the effects of additives in food processing and preservation
- 5.0 Know the effects of processing and preservation on the nutritive value of foods
- 6.0 Understand the principles of enrichment and supplementation of foods
- 7.0 Understand the colloid system
- 8.0 Understand the concept of sensory evaluation
- 9.0 Understand the effect of colour in food acceptance
- 10.0 Understand the concept of food texture
- 11.0 Understand the concept of food flavoring

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course: : FOOD SCIENCE AND NUTRITION				Credit Hour: 4 HOURS		
Code: HMT 214			Pre-requisite: HMT 125		Theoretical: 2Hours/Week - %	
SEMESTER: FIRST			Credit Unit: 2		Practical: Hours/Week - %	
General Objective 1:0 Understand the basic principle of food science						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
	1.1 Outline the scope of food science. 1.2 Outline the basic principles of food science. 1.3 Explain the relationship between food science, nutrition and dietetics and hospitality management.	Explain 1.1 to 1.4	Audio visuals			Outline the basic principles of food science.
General Objective 2.0. Understand the principles of food processing and preservation						
	2.1 Explain the reasons for food processing and preservation. 2.2 Describe how to process and preserve certain food items e.g. fruit, vegetables, tubers, and grains. 2.3 List the advantages and disadvantages of the various food processing	Explain 2.1 to 2.4	Food items and other kitchen utensils and equipment	Process and preserve certain food items in 2.3		Describe how to process and preserve certain food items

	and preservation techniques.					
	2.4 Explain the principles of the techniques in 2.3 above.					
General Objective 3.0 Understand the fundamental principles of traditional food processing and preservation in Nigeria						
3.0	<p>3.1 Identify traditional foods of plant and animal origin in Nigeria.</p> <p>3.2 Describe the traditional methods of fruit and vegetable processing and storage in Nigeria.</p> <p>3.3 Explain the merits and demerits of drying, fermentation, salting etc.</p> <p>3.4 Describe the various local methods of processing the following tuber crops in Nigeria:</p> <p>(a) Yam to yam products e.g. yam flour, chips etc.</p> <p>(b) Cassava to cassava products e.g. garri, etc.</p> <p>(c) Plantain to plantain products e.g. chips,</p>	Explain 3.1 to 3.9		<p>Carry out the traditional methods of fruit and vegetable processing and storage in Nigeria.</p> <p>Carry out the various indigenous methods of processing tuber crops in Nigeria as stated in 3.3.</p> <p>Carryout the various indigenous methods of meat and fish processing and storage in Nigeria e.g. drying and salting.</p> <p>Carryout various ways of preserving and processing of Nigerian vegetables</p>		Describe the traditional methods of fruit and vegetable processing and storage in Nigeria

	<p>etc.</p> <p>3.5 Describe various indigenous methods of grain processing in Nigeria.</p> <p>3.6 Describe the various local methods of meat and fish processing and storage in Nigeria e.g. drying and salting.</p> <p>3.7 Explain ways of improving traditional methods of food processing and storage in Nigeria.</p> <p>3.8 Describe various ways of preserving and processing of Nigerian vegetables and spices e.g.</p> <p>(a) Vegetables: (i) Bitter leaf; drying (ii) Ewedu</p> <p>(b) Spices: Pepper; drying and grinding.</p> <p>3.9 Identify Nigerian indigenous wines and beverages.</p> <p>3.10 Outline the methods of manufacture and preservation of palm wine, burukutu, pito etc.</p>			<p>and spices.</p> <p>Produce indigenous wines and beverages e.g. palm wine, burukutu, pito etc.</p>		
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General Objective 4.0 Know the effects of additives in food processing and preservation						
	<p>4.1 Define food additives.</p> <p>4.2 Identify examples of food additives used in food processing and preservation.</p> <p>4.3 Explain the use of food additives in food processing and preservation.</p> <p>4.4 State the importance of additives in food processing and preservation.</p> <p>4.5 Classify additives under the following headlines: non-nutritive additives and nutritive additives.</p> <p>4.6 Explain the effectiveness of chemical additives.</p> <p>4.7 Explain how to process and preserve various food items with additives.</p>	Explain 4.1 to 4.7	Food commodities	<p>Identify examples of food additives used in food processing and preservation</p> <p>Use food additives in food processing and preservation.</p>		Explain the use of food additives in food processing and preservation.
General Objective 5.0 Know the effects of processing and preservation on the nutritive value of foods						
	<p>5.1 Explain the term “Nutritive value of foods”.</p> <p>5.2 Explain how the nutrient</p>		Food items Kitchen tools and utensils	1. Investigate the effect of food preparation methods on		Explain the term “Nutritive value of foods”.

	<p>contents of food are affected by the following food preparation methods:</p> <ul style="list-style-type: none"> ➤ preparation operations e.g. peeling, washing etc. ➤ heat treatment e.g. bleaching, pasteurization, sterilization, canning, smoking, roasting etc. <ul style="list-style-type: none"> ➤ fermentation and pickling <p>5.3 Describe the change that occurs to the nutrients during refrigeration and freezing of foods.</p> <p>5.4 Explain how the nutrients contents of food are affected by the addition of preservation e.g. antioxidants.</p>			nutrient contents of foods		
General Objective 6.0. Understand the principles of enrichment and supplementation of foods						
	6.1 Define food enrichment.	Explain 6.1 to 6.7				Define food enrichment

	<p>6.2 Identify the nutrients used in enrichment/fortification.</p> <p>6.3 List examples of enriched food</p> <p>6.4 Define food supplementation.</p> <p>6.5 List examples of supplemented foods.</p> <p>6.6 Explain the nutrients used in food supplementation.</p> <p>6.7 Distinguish between enriched and supplementation.</p>					
General Objective 7.0 Understand the colloid system						
	<p>7.1 Define colloids.</p> <p>7.2 Explain the classifications of colloids.</p> <p>7.3 List examples of each of colloids. 7.4 Identify types of colloidal system.</p>	<p>Explain 7.1 to 7.10</p>				<p>Define colloids</p>

	<p>7.5 List properties of colloids.</p> <p>7.6 Explain properties of colloids.</p> <p>7.7 List factors that influence colloid dispersion.</p> <p>7.8 Explain reversible and irreversible solutions.</p> <p>7.9 Explain the reasons for 7.8 above.</p> <p>7.10 List examples of changes in the dispersion of particle in food by the following: -</p> <p>(i) Mechanical action</p> <p>(ii) Heating and addition of other substances e.g. acids, emulsifiers.</p>					
General Objectives: 8.0 Understand sensory evaluation						
	<p>8.1 Define sensory or organoleptic test.</p> <p>8.2 List methods used in organoleptic test.</p> <p>8.3 Explain the importance of sensory tests in food science.</p> <p>8.4 List the apparatus used in sensory tests.</p>	Explain 8.1 – 8.8		Outline the result.	Guide the students to carry out the sensory tests in food.	Define sensory or organoleptic test.

	<p>8.5 Explain the arrangement of each of 8.4 above.</p> <p>8.6 State the factors affecting acceptability of a new food product.</p> <p>8.7 Explain how to evaluate sensory test results.</p> <p>8.8 Explain the differences in taste between whole and mashed strained food products e.g. banana, guava etc.</p>					
General Objectives: 9.0 Understand the effect of colour in food acceptance						
	<p>9.1 Define food colour.</p> <p>9.2 Explain the classification of the various food colors.</p> <p>9.3 Identify examples of 9.2 above.</p> <p>9.4 List colour pigments of importance in plants and animal tissues.</p> <p>9.5 Explain the effect of food colour on pH, alkalinity, acidity, iron pots, twin can, oozy, heat, freezing, etc on food during cooking.</p> <p>9.6 Identify coloring materials used in food industry.</p> <p>9.7 Explain the harmful effects of coloring</p>	<p>Explain 9.1 to 9.7</p>	<p>Food commodities Kitchen equipment</p>	<p>Identify the effects of food colour on pH, alkalinity, acidity, iron pots, twin can, oozy, heat, freezing, etc during cooking.</p>	<p>Guide students to identify the colour changes during cooking and processing of food when</p>	

	materials in foods.					
General Objectives: 10.0 Understand the concept of food texture						
	10.1 Define food texture. 10.2 Explain the classifications of food texture. 10.3 Explain the methods used for assessing the textual quality of food. 10.4 Identify the instruments used for testing food texture. 10.5 Explain the functions of each of 10.4 10.6 Identify foods that are highly valued for their textures. 10.7 Explain the reasons for 10.6.	Explain 10.1 to 10.7				Define food texture. Explain the method used to assess the textural quality of food.
General Objectives: 11.0 Understand food flavouring						
	11.1 Define food flavour. 11.2 Identify flavouring agents. 11.3 Explain the	Explain different flavouring agents	Flavouring agents Food commodities	Evaluate the effect of flavours on selected foods.	Guide student to carry out the flavouring of selected foods	3 Explain the classifications food flavours

	classifications of food flavours.					
	11.4 Explain the characteristics of each of 11.3 above.					

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD COSTING AND CONTROL	ND II Semester: 1	Credit Hour: 4
Code: HMT 215	Pre-requisite	Theoretical: 2hours/week - %
Credit Unit: 2		Practical : 0hours/week - %
<p>Course main Goal: This course is designed to expose students to the knowledge and skill in food costing and control in Hospitality establishments</p>		
<p>General Objectives:</p> <p>On completion of the course, the student should be able to:</p> <ol style="list-style-type: none"> 1.0 Understand the nature of cost. 2.0 Understand food costing. 3.0 Understand the costing of different dishes. 4.0 Understand banquet costing. 5.0 Know meat costing. 6.0 Understand control system. 7.0 Understand different portion control methods 8.0 Know the use of monthly figure and operating statements 9.0 Understand the rationale behind staff feeding and its effects on food cost percentage 		

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: FOOD COSTING AND CONTROL			Code: HMT 215		Credit Hour: 4	
					Credit Unit: 2	
General Objective 1.0 Understand the nature of cost.						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
1-2	1.1 Explain the classifications of food cost concepts and terminologies. 1.2 Describe the methods of food cost control.	Explain 1.1 and 1.2	Textbooks Overhead projector Worked examples Accounting packages			Explain the concept of food cost and control
General Objectives 2.0 Understand food costing						
3-4	2.1 Explain food, labor and overhead costs as: percentage of sales and sale mix. 2.2 Explain return on capital invested in business.	Explain high and low margin returns and list examples.	Text books Overhead projector Worked examples			Explain food cost, labor and overhead costs as: percentage of sales and sale mix.
General Objectives 3.0 Understand the costing of different dishes						
5-8	3.1 Explain weights and measures,	Explain 3.1 to 3.8	Spreadsheets Accounting packages.	Calculate the selling prices of meals using	Guide students on how to calculate the	Explain the meaning of

	<p>conversions and equivalencies.</p> <p>3.2 Explain the use of food costing sheets.</p> <p>3.3 Explain how to calculate the selling prices of meals using unit of Multiple costing methods.</p> <p>3.4 Explain the setting of prices for table d’hote and A la carte meals.</p> <p>3.5 Explain pricing policy.</p> <p>3.6 Explain the development and use of cost benefit analysis in trading account.</p> <p>3.7 Explain breakeven analysis.</p> <p>3.8 Explain margin of safety</p>		<p>Textbooks</p> <p>Flipchart.</p> <p>Overhead projector</p> <p>Worked examples</p>	<p>unit of Multiple costing methods.</p>	<p>selling prices of meals using unit of Multiple costing methods.</p>	<p>breakeven analysis.</p> <p>Explain the development and use of cost benefit analysis in trading account.</p>
General Objectives 4.0 Understand banquet costing						

9-11	<p>4.1 Explain the meaning of banquet.</p> <p>4.2 Explain how to calculate the price for banquet functions.</p> <p>4.3 Explain how to analyse the percentage component of each item of expense incurred as percentage of sales – cost and profit statement</p>	<p>4.1 Explain the meaning of banquet.</p> <p>4.2 Explain how to calculate the price for banquet functions.</p> <p>4.3 Explain how to analyse the percentage component of each item of expense incurred as percentage of sales – cost and profit statement</p>	<p>Spreadsheets. Flipcharts Computer system Overhead projector Worked examples</p>	<p>1. Calculate the price for banquet functions.</p>		<p>Explain the meaning of banquet</p>
General Objectives 5.0 Know meat costing						
	<p>5.1 Explain the various factors responsible for the difference in weight from the time meat is purchased to the time is served (gross weight and net weight).</p>	<p>Explain 5.1 to 5.3</p>	<p>Computer Overhead projector Worked examples</p>	<p>Calculate yield percentage and waste percentage.</p>	<p>Demonstrate the calculation of yield and waste percentages.</p>	

	5.2 Explain the calculation of yield and waste.					
	5.3 Describe different cuts of meat and the selling prices (including wholesale cuts)					
General Objectives 6.0 Understand control system						
14-15	6.1 Explain the ordering and receiving system of food stuff in the hospitality Industry. 6.2 Explain the various uses of store records. 6.3 Explain the different methods of stock valuation Last in First Out (LIFO) First in First Out (FIFO) and average cost (AVCO)	Explain 6.1 to 6.3 using photos of different meat cuts	Spreadsheets Accounting packages. Flipcharts. Sample companies audited accounts			Explain the ordering and receiving system of food stuff in the hospitality Industry
General Objectives: 7.0 Understand different portion control methods						
	7.1 Explain the use of portion control in catering.	Explain the use of portion control in catering	Spreadsheets Accounting packages.			Explain the advantages and disadvantages

	<p>7.2 Explain the use of equipment like scales, graded scoops, ladles, bar optics, graded standard baking sheets and measuring glasses.</p> <p>7.3 Explain the advantages and disadvantages of recipe usage.</p>	<p>Explain the use of equipment in 7.2. Explain the advantages and disadvantages of recipe usage.</p>	<p>Flipcharts. Sample companies audited accounts</p>			<p>of recipe usage</p>
<p>General Objectives: 8.0 Know the use of monthly figure and operating statements</p>						
	<p>8.1 Explain the analysis of gross profit statement as another means of food cost control.</p> <p>8.2 Explain operating statement and how it can be used to control actual and budgeted expenses and revenue in hospitality Industry.</p>	<p>Explain the analysis of gross profit statement as another means of food cost control</p> <p>Explain operating statement and how it can be used to control actual and budgeted expenses and revenue in</p>	<p>Spreadsheets Accounting packages. Flipcharts. Sample companies audited accounts</p>			<p>Explain the analysis of gross profit statement as another means of food cost control</p>

		hospitality Industry				
General Objectives: 9,0 Understand the rationale behind staff feeding and its effects on food cost percentage						
	<p>9.1 Explain the effect of staff meals on the cost of food sold.</p> <p>9.2 Explain how to calculate staff meals under a carefully controlled industrial situation and ideal set up.</p> <p>9.3 Explain the purpose of feeding staff while on duty.</p> <p>9.4 Explain the use of some equipment like scales, scoops and ladles, bar optics, standard baking sheets and measuring glasses.</p> <p>9.5 Explain the advantages and disadvantages of recipe usage.</p>	Explain 9.1 to 9.5	<p>Spreadsheets</p> <p>Accounting packages.</p> <p>Flipcharts.</p> <p>Sample companies</p> <p>audited accounts</p>			<p>Explain the effect of staff meals on the cost of food sold.</p>

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: BAKERY AND CONFECTIONARY	ND II Semester: 1	Credit Hour: 2.0
Code: HMT 216	Pre-requisite	Theoretical: 2hours/week - %
Credit Unit: 2		Practical : 2hours/week - %
Course main Goal: The purpose of this course is to familiarize the students with the Knowledge and Skills in the Baking and Confectionary operation, organization and management.		
General Objectives:		
On completion of the course, the student should be able to:		
1. Know basic principles of cake making		
2. Understand the preparation of pastries, pudding and sweets.		
3. Understand the preparation of savory, bread, sand-wish and beverages		
4. Understand the preparation of simple Fast foods.		
5. Understand the process involved in fast-food operation		

Programme: National Diploma in Hospitality Management Technology						
Course Title: BAKERY AND CONFECTIONARY			Code: HMT 216		Credit Hour: 2	
Credit Unit: 2						
General Objective 1.0 Know the basic principles of cake making;						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
	<p>1.1 Describe the different materials used in cake making and their properties.</p> <p>1.2 Explain different methods of cake making.</p> <p>1.3 Explain different faults in cake making and how to remedy them.</p> <p>1.4 Explain the different cake icing methods</p>	<p>Explain the materials used in cake making and their properties.</p> <p>Explain different Methods of making cakes.</p> <p>Explain different faults in cake making and how to remedy them.</p> <p>Explain how to decorate cakes using different types of icing.</p>	<p>Recipe books, Journals Internet resources, Videos Kitchen equipment</p>	<p>Identify the different materials used in cake making and their properties</p> <p>Identify the different fault in cake making and how to remedy them.</p> <p>Carry out different types of icing in cake decoration.</p>	<p>Demonstrate to the students how to identify the materials used in making cakes</p> <p>Guide the student on how to identify faults in cake making and how to remedy them.</p> <p>Guide students to carry out the icing in cake decoration.</p>	<p>Explain the basic process of cake making.</p> <p>Enumerate different kinds of icing in cake decoration.</p>
General Objectives 2.0 Understand the preparation of pastry, pudding and sweets.						
	<p>2.1 Describe the fats and flours and other</p>	<p>Explain the commodities available for the</p>	<p>Pictures, Text Books Text Books</p>	<p>1. Identify the fats, flours and other commodities use for</p>	<p>Guide students to do the identifications.</p>	<p>Explain the commodities available for the</p>

	<p>commodities available for production of pastries, puddings and sweets.</p> <p>2.2 Explain the source, quality and storage of commodities available for production of pastries, puddings and sweets.</p> <p>2.3 Explain pastries, batters and dough by manual and mechanized means.</p> <p>2.4 Explain how to use the products mentioned in 2.3 above.</p> <p>2.5 Explain various pastes, dough and batters for a</p>	<p>production of pastries, puddings and sweets.</p> <p>Explain the quality and storage of commodities available for production of pastries, pudding and sweets.</p> <p>Explain how to make pastries batters and dough by manual and mechanized means.</p> <p>Explain the uses of products mentioned in 2.1</p> <p>Explain how to make various paste, dough and batters and evaluate recipe balance.</p> <p>Explain how to produce various items using food additives.</p>	<p>Kitchen Equipment Raw Materials Kitchen Equipment</p>	<p>the production of pastries, pudding and sweets.</p> <p>2. Identify the sauces qualities and storage of commodities available for the production of pastries pudding and sweets.</p> <p>3. Select pastries, batters and dough to be produced mechanized and manually.</p> <p>4. Carry out identification of different types of pastes, dough and batters.</p> <p>5. Evaluate balance recipe.</p> <p>6. Select Raw Materials for the production of hot and cold soufflés pudding soufflés, hot</p>	<p>Guide students to prepare various paste, dough and batters for a range of presentation.</p> <p>Supervise students on item 3 to 6</p>	<p>production of pastries, puddings and sweets.</p> <p>Explain how to prepare hot and cold sweets.</p>
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	<p>range of presentations.</p> <p>2.6 Explain evaluation of recipe balance.</p> <p>2.7 Explain how to produce various items using: egg emulsions, gelatin, emulsifying agents and other food additives.</p> <p>2.8 List the raw materials for the production of hot and cold soufflés, pudding soufflés, hot and cold farinaceous and grain presentation and custard- based items.</p> <p>2.9 Explain how to prepare hot and cold sweets.</p>	<p>Explain how to produce hot and cold soufflés, pudding soufflés, hot and cold farinaceous and grain presentation and custard-based items.</p> <p>Explain how to prepare Hot and Cold sweet</p>		<p>and cold farinaceous, grain presentation and custard based items.</p>		
General Objectives 3.0 Understand the preparation of savory and sandwich						
	3.1 Explain hot and cold savories	Explain hot and cold saving savories using	Pastas, Eggs,	1. Identify hot and cold savories using paste	Guide students to produce hot	Explain hot and cold savories

	<p>using paste panadas, bread, biscuits, barquettes tartlets and bouchées.</p> <p>3.2 Explain how to use fillings for hot and cold savorys.</p> <p>3.3 Explain how to garnish and finish hot savorys.</p> <p>3.4 Explain cold savorys using aspic.</p> <p>3.5 Explain types of bread and bakery products suitable for making rolls and sandwiches.</p> <p>3.6 Explain the technique of bread production in commercial quantity.</p> <p>3.7 Explain how to use fillings and toppings.</p>	<p>paste, panadas, bread, biscuits, barquettes tartlets and bouchées.</p> <p>Explain fillings for hot and cold savorys.</p> <p>Explain how to garnish and finish hot savorys</p> <p>Explain cold savorys and use aspic.</p> <p>Explain types of bread and bakery products suitable for making rolls and sandwiches</p> <p>Explain technique of bread production in commercial quantity</p> <p>Explain how to use fillings and toppings.</p> <p>Explain how to use appropriate commercially</p>	<p>Kitchen equipment</p> <p>Recipe books, Journals, Internet resources etc. Text books</p>	<p>parades, bread, biscuit, brunette's tartlet and botches</p> <p>Use fillings for hot and cold savorys.</p> <p>Produce bread in commercial quantity</p> <p>Produce garnish and Finish hot savorys.</p> <p>5. Produce cold savorys and use aspic.</p>	<p>and cold savorys using paste, panada, bread, biscuit, barquettee, tartlet and bouchées.</p> <p>Guide students how to prepare and use fillings for hot and cold savorys and finish hot savorys.</p> <p>Supervise students for the production of the commercial bread.</p> <p>Supervise students to garnish hot savorys</p> <p>Supervise students to cold savorys and use aspic</p>	<p>using paste panadas, bread, biscuits, barquettes tartlets and bouchées.</p> <p>Explain how to garnish and finish hot savorys.</p>
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	3.8 Explain how to use appropriate commercially available wrappings for sealing and packaging.	available wrappings for sealing and packaging.				
General Objectives 4.0 Understand the preparation of simple fast-foods						
9-11	4.1 Define fast-food. 4.2 List the different categories of fast-food items: - Hot Dog - Hamburger - Cheeseburger - Sandwich - Fried chicken - Donuts - Meat pies - Baguette - Fish and Chips - Pancakes - Noodles - Pizza - Muffins - Biscuits and Cookies	Explain 4.1 to 4.2	Raw food commodities, Kitchen Equipment Recipe books Journals, Internet resources etc	1. Design an effective sales display exhibiting the features in 4.2	Guide students to design effective sales display.	Explain the basic process of making pastries. Enumerate different kinds of pastries

	<ul style="list-style-type: none"> -Short crust pastry - Puff pastry - Flaky pastry - Rough puff pastry - Danish pastry - Choux pastry - Hot water pastry 					
General Objectives 5.0 Understand the process involved in fast-food operation						
	<p>5.1 Define Operation Management.</p> <p>5.2 Explain the concept: fast food operations</p> <p>5.3 Explain the steps in owning and managing a fast-food restaurant</p> <p>5.4 Explain the reasons for the fast-food restaurant concept.</p> <p>5.5 List the staffing needs in a fast-food restaurant</p>	Explain 5.1 to 5.8	<p>Text Books</p> <p>Journals</p> <p>Internet resources</p> <p>Charts</p> <p>Posters</p>	Draw the set-up of Fast-Food restaurant	Guide students to draw the structural set-up of the fast-food restaurant.	Explain the steps taken to manage a fast-food restaurant.

	<p>5.6 List minimum equipment requirement for a fast-food restaurant set up.</p> <p>5.7 Explain the key elements to a successful fast-food industry</p> <p>5.8 Identify fast food chain in operation in Nigeria.</p>					
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PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course Title: ACCOUNTING FOR HOSPITALITY II	Semester: Second	Contact Hour: 4
Code: HMT 217		Theoretical: 2hours/week - %
Credit Unit: 2	Pre-requisite	Practical: 2hours/week - %

Course Goal: This course is designed to enable the student understand the application of accounting principles to specific business Transactions.

General Objectives:

On the completion of the course, the student should be able to:

- 1.0 Understand Control Accounts.
- 2.0 Know the different methods for the collection of data for Final Accounts from incomplete records.
- 3.0 Understand manufacturing accounts and Trading Accounts.
- 4.0 Understand the accounts of non-trading organization.
- 5.0 Understand Partnership Accounts.
- 6.0 Understand the preparation of simple Company's Final Accounts.

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Theoretical: 2hrs			Practical 2hrs			
Course Title: ACCOUNTING FOR HOSPITALITY II			Code: HMT 217		Credit Unit: 2 Contact Hour : 4	
General Objective 1.0 Understand Control Accounts.						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
	1.1 Define Control Accounts. 1.2 Explain the need and uses of control accounts in a business enterprise.	Explain: Debtors and Creditors control/accounts Explain how to prepare Control Accounts and state their uses.	Overhead projector Worked examples Spreadsheet Accounting packages	1. Prepare final accounts of enterprise from incomplete records.	Guide Students to carry out preparation of final account from incomplete records manual or electronically	Define Control Accounts.
General Objectives 2.0 Know the different methods for the collection of data for Final Accounts from incomplete records.						
	2.3 Explain the term incomplete records as distinct from complete records. 2.4 Explain the different methods of collecting data for the preparation of final accounts from incomplete records. 2.5 Prepare the final account of an enterprises from	Describe incomplete records. Differentiate single Entry bookkeeping from incomplete records. Explain causes of incomplete records. Explain how to Prepare final	Overhead projector Worked examples Accounting packages	1. Prepare final accounts of enterprise from incomplete records	Guide students to prepare the final account of enterprise	Explain the term incomplete records as distinct from complete records.

	incomplete records.	accounts from Incomplete records.				
General Objectives 3.0 Understand manufacturing accounts and Trading Accounts.						
	<p>3.1 Distinguish between manufacturing account and trading account.</p> <p>3.2 Explain the details that will appear in such account.</p> <p>3.3 Prepare a manufacturing account format.</p> <p>3.4 Prepare simple account of manufacturers, valuation of stock and work in progress of such organizations.</p>	<p>Explain manufacturing account and its components.</p> <p>Illustrate with examples the preparation of final accounts of a manufacturing enterprise.</p>	<p>Overhead projector</p> <p>Worked examples</p> <p>Spreadsheets</p> <p>Accounting packages.</p> <p>Flipchart.</p>	<p>1. Determine prime cost overhead.</p> <p>2. Produce a format for a manufacturing account.</p>	<p>Guide students to carry out item 1 and 2</p>	<p>Distinguish between manufacturing account and trading account</p>
General Objectives 4.0 Understand the accounts of non-trading organizations.						
9-11	4.4 Explain a receipts and payments account.	Explain Receipt and Payment Accounts.	Overhead projector Worked examples	1. Prepare the accounts of mosques, churches and		Explain a receipts and payments account.

	<p>4.5 Prepare a simple receipts and payments account.</p> <p>4.6 Differentiate Income and expenditure account from a receipts and payments accounts.</p> <p>4.7 Prepare an income and expenditure account from a receipts and payment accounts.</p> <p>4.8 Distinguish between the records of a sole proprietor and that of non-trading organization.</p> <p>4.9 Prepare the accounts of non-trading</p>	<p>Explain how to prepare the final accounts of a non-trading organization.</p> <p>Compare the final accounts of non-trading organization with that of a sole proprietor.</p>		clubs.		
General Objectives 5.0 Understand Partnership Accounts.						
	5.1 Explain the	Explain the law	Overhead	1. Prepare	Guide student to	Explain the

	<p>relationship that can appropriately be described as a partnership.</p> <p>5.2 Explain the nature of partnership agreement.</p> <p>5.3 Interpret the law relating to the partnership business.</p> <p>5.4 Determine each partner's share in the relationship through the preparation of partnership profit and loss appropriation accounts at the end of each financial year.</p> <p>5.5 Compute and make correct ledger entries relating to the interest due to the partners on their drawings.</p> <p>5.6 Explain why interest should be</p>	<p>relating to partnership, its formation and accounting procedures.</p> <p>Illustrate the preparation of partner's profit and loss appropriation account, current accounts, capital accounts and balance sheet.</p>	<p>projector Worked examples</p>	<p>partnership final accounts reflecting partner's salaries interest on capital drawings and share of profit.</p>	<p>prepare item in 1.</p>	<p>relationship that can appropriately be described as a partnership</p>
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	<p>allowed either on the partner's capital or drawing balances.</p> <p>5.7 Explain the differences in approach between accounting for a partnership where the partners capitals are fixed and where they are not.</p>					
General Objective 6.0 Understand the preparation of simple company's final accounts.						
	<p>6.1 Explain the preparation of appropriation account of a Limited Liability company.</p> <p>6.2 Distinguish the appropriation account of a Limited Liability Company from that of partnership.</p> <p>6.3 Prepare a simple Balance Sheet of a Limited Liability Company.</p>	<p>Explain the preparation of the appropriation account and Balance Sheet of a Limited Liability Company.</p> <p>Prepare the appropriation account and Balance Sheet of a Limited Liability Company.</p>	<p>Spreadsheets</p> <p>Accounting packages.</p> <p>Flipcharts.</p> <p>Sample companies audited accounts</p>	<p>1. Prepare the final accounts of companies.</p>	<p>Direct and Observe the students preparing the final accounts of Limited Liability Companies.</p>	.

YEAR TWO SEMESTER TWO COURSES

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course: FOOD AND BEVERAGE PRODUCTION IV	YEAR: II Semester: 2	Credit Hours: 6
Course Code: 221	Pre-requisite 211	Theoretical: 2 hours/week
Credit Units: 4		Practical 4 hours/week
Goal: The student will have knowledge of different types of dishes served as appetizers, starters and quick meals in a course menu in addition to knowledge of naking non-alcoholic beverages.		
General Objectives:		
At the end of the Course, Students should be able to:		
<ol style="list-style-type: none"> 1) Know the basic principles of sandwiched making; 2) Understand the preparation of eggs, grains and farinaceous dishes 3) Know how to prepare eggs, grains and farinaceous dishes 4) Understand the preparation of appetizers 5) Understand the preparation of savouries and smoothies 6) Understand the process involved in preparation of non-alcoholic drinks 		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: Food and Beverages Production IV:			COURSE CODE: HMT 221		Credit Hours: 6 Credit Unit: 4	
General Objective: 1.0 Know the basic principles of sandwiched making;						
WEEK	Specific Learning Outcomes	Teachers Activities	Learning Resources	Specific Learning Outcomes	Teachers Activities	Evaluation
	1.2 Explain how to prepare and serve Sandwiches in accordance with recipe and customer requirement. 1.3 Name the appropriate types of bread for different kinds of Sandwiches. 1.4 Explain the appropriate filing for different Sandwiches. 1.5 Explain suitable garnishes and presentation methods	Explain 1.1 to 1.4	Recipe books, Journals Internet resources, Videos Different types of breads, Vegetables, Eggs, Sardines, Chicken Mayonnaise Kitchen equipment	1. Plan and prepare different types of breads. 2. Garnish Sandwiches, for presentation	Demonstrate to the students how to prepare Sandwiches Guide the student how to garnish Sandwiches	Explain the basic process of Sandwich making. Enumerate different kinds of fillings for making Sandwiches
General Objective: 2.0 Understand the preparation of eggs, grains and farinaceous dishes						
	2.1 Describe the use of eggs in food production. 2.2 Explain Egg dishes and applied garnish,	Explain the uses of egg in food production. Explain Egg dishes and applied garnish,	Eggs, Pastas, Rice, Kitchen equipment Recipe books, Internet resources,	1. Prepare various types of egg dishes using different cooking methods	Guide students to prepare various types of egg dishes using different	Explain the method of making egg dishes Identify four farinaceous dishes

	sauce and suitable accompaniments. 2.3 Describe food classified as farinaceous dishes.	sauce and suitable accompaniments Explain farinaceous dishes	Journals, Videos etc	2. Prepare and garnish some farinaceous dishes identified in 2.3	cooking methods Guide student to prepare and garnish some farinaceous dishes	Explain the process of making farinaceous dishes
General Objective: 3.0 Know how to prepare eggs, grains and farinaceous dishes						
	3.1 Explain farinaceous dishes. 3.2 Explain the principles underlining the choice of ingredients in making farinaceous dishes 3.3 Explain garnishes, sauces and accompaniments to farinaceous dishes. 3.4 Explain the varieties of grains used in cookery 3.5 Explain grain dishes using different varieties in cookery.	Explain farinaceous dishes Explain the principles underlining the choice of ingredients in making farinaceous dishes Explain garnishes, sauces and accompaniments to farinaceous dishes. Explain the varieties of grains used in cookery	Pastas, Rice, Eggs, Kitchen equipment Recipe books, Journals, Internet resources etc	1. Prepare farinaceous dishes. 2. Prepare the garnishes for presentation of the dishes	Guide students to prepare farinaceous dishes Demonstrate to students how to prepare garnishes for presentation of the dishes	Explain the principles underlining the choice of ingredients in making farinaceous dishes Explain how to apply garnishes, sauces and accompaniments for farinaceous dishes

	<p>3.6 Explain the need for correct ratio of liquid to grain for various presentations</p> <p>3.7 Explain garnishes, sauces or accompaniments to grain dishes</p>	<p>Explain grain dishes using different varieties in cookery.</p> <p>Explain the need for correct ratio of liquid to grain for various presentations</p> <p>Explain garnishes, sauces or accompaniments to grain dishes.</p>				
<p>General Objective: 4.0 Understand the preparation of appetizers</p>						
	<p>4.1 Define appetizers.</p> <p>4.2 List the different categories of appetizers.</p> <p>4.3 Explain the term canapés and pate.</p>	<p>Explain 4.1 to 4.3</p>	<p>Flour, Margarine Egg, Pastry brush Pastry cutter Baking sheet Rolling pin Kitchen equipment Recipe books, Journals, Internet resources etc</p>	<p>1. Prepare and serve canapés and pate with fillings</p>	<p>Guide students on how to prepare and serve canapés and pate with fillings</p>	<p>Explain the term appetizer.</p> <p>Enumerate the different categories of appetizers</p>
<p>General Objective: 5.0 Understand the preparation of savories and smoothies</p>						
	<p>5.1 Explain hot and cold savories using pasta, panadas, bread, biscuits barquettes, tartlets, bounces.</p>	<p>Explain 5.1 to 5.7</p>	<p>Flour, Margarine Tartlet molds Pastry brushes Rolling pin, Fruits,</p>	<p>1. Prepare hot and cold savories using, items listed in 5.1</p>	<p>Guide students to prepare the hot and cold savories.</p>	<p>Explain the different types of savories.</p>

	<p>5.2 Explain how to produce, garnish and furnish hot savouries</p> <p>5.3 Explain how to use fillings for hot and cold savouries</p> <p>5.4 Explain how to prepare cold savouries and covered with aspic geline</p> <p>5.5 Explain what is a Smoothie</p> <p>5.6 Distinguish between a smoothie and a shake</p> <p>5.7 Describe the process of making a smoothie and a shake</p>		<p>Cream/Milk Blander/Shaker Strainer Chopping board, Glasses Ice cubes Refrigerator Recipe books, Journals, Internet resources etc</p>	<p>2. Produce smoothie and milk shake for presentation.</p>	<p>Guide students to produce smoothie and milk shake for presentation.</p>	<p>Explain the following terms - Bouches -Tartletes -Barquette -Savoury case -panada</p> <p>Mention 3 fillings used in making savouries</p> <p>Differentiate between smoothies and shakes</p> <p>What are the ingredients required for the preparation of smoothies</p>
<p>General Objective: 6.0 Understand the process involved in preparation of non-alcoholic drinks</p>						
	<p>6.1 Enumerate the commodities available for making non-alcoholic beverages</p> <p>6.2 List the types of non-alcoholic beverages that are available and their region a) Tea- China, India, Lebanese</p>	<p>Explain 6.1 to 6.2</p>	<p>Fresh fruits Tea Coffee beans Instant coffee Milk Glasses Tea cups Coffee cups Blander</p>	<p>Prepare a non-alcoholic drink using available ingredients</p>	<p>Guide students to prepare a non-alcoholic beverages using available ingredients</p>	<p>Enumerate the commodities for making non-alcoholic beverages</p> <p>Explain the processes of making non-</p>

	<p>Lemon, Ice tea</p> <p>b) Coffee- Instant, pot, grind, ice coffee, other coffees include Cappuccino, latte coffee, espresso</p> <p>c) Other hot beverages</p> <p>d) Hot chocolates/ melted milk</p> <p>e) Meat extracts, hot fruit drinks</p> <p>f) Milk, Milk shakes and cordials</p> <p>g) Ginger, beer, pawpaw drinks</p> <p>h) Rice, Water, Mint, Lemon, Pineapple drinks</p>		<p>Strainer</p> <p>Recipe books</p> <p>Internet resources</p> <p>Videos</p> <p>Journals</p>			<p>alcoholic beverages of your choice.</p>
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course FOOD AND BEVERAGE SERVICE IV		Semester: Second
Contact Hours: 6		
Course Code: HMT 222		Theoretical: 2 hours/week
Credit Units: 4	Pre-requisite 212	Practical 4 hours/week
Course Goal: The students will be able to understand the different sectors of catering services, acquire social skills required for them to render services in various sectors of the industry		
<p>General Objectives:</p> <p>At the end of the Course, Students should be able to:</p> <p>1.0 Know customer needs and expectations</p> <p>2.0 Acquire social skills and appreciate their importance in food sales and services</p> <p>3.0 Understand the applications of sales techniques in food and beverage service</p> <p>4.0 Know the operation characteristics of the various sectors of the food and beverage service industry</p>		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: Food and Beverages Service IV:			COURSE CODE: HMT 222		Credit Hours: 6	
					Credit Unit: 4	
General Objective: 1.0 Know customer needs and expectation						
WEEK	Specific Learning Outcomes	Teachers Activities	Learning Resources	Specific Learning Outcomes	Teachers Activities	Evaluation
	1.1 State the needs that the customer might be seeking to be satisfied which include: <ul style="list-style-type: none"> a) Psychological b) Economical c) Social d) Physiological e) Convenience. 1.2 Identify the type of customers in terms of captive market segment as follows: <ul style="list-style-type: none"> a) non-captive market b) Semi-captive market c) captive market 	Explain t 1.1 to 1.3	Textbooks Journals Internet resources	.		Explain the type of needs that should be taken into account in order to satisfy a customer Explain the type of customer in terms of captive market segment as identified in 1.2. What is meal experience” Explain various factors that influence customer`s meal experience.

	<p>1.3 Explain the meal experience factors to include</p> <ul style="list-style-type: none"> a) food and drinks b) level of service c) level of cleanliness and hygiene d) value for money/price e) atmosphere 					
<p>General Objective: 2.0 Acquire social skills and appreciate their importance in food sales and service</p>						
	<p>2.1 Identify the range of social skills important to food and beverage sales and service operations.</p> <p>2.2 Explain using examples as to why the skills mentioned in 2.1 above are regarded as important.</p> <p>2.3 Explain the following services in food and beverage service operations:</p> <ul style="list-style-type: none"> a) Taking customer telephone bookings for restaurant table. 	<p>Explain 2.1 to 2.3</p>	<p>Textbooks Journals Internet resources Restaurant equipment videos</p>	<p>Take customer telephone bookings for restaurant table</p> <p>Establish customer`s contact as he arrives in the restaurant</p> <p>Identify the host of a group of gusset in a restaurant</p> <p>Lead the customers to</p>	<p>Guide students to carry out the activities 1 to 8</p>	<p>Identify the range of social skills important to food and beverage sales and service operations</p> <p>Explain by using examples why the skills mentioned in 2.1 are regarded as important</p>

	<p>b) Establishing customer`s contact in a given situation.</p> <p>c) Identify the host of a group of gusset in a restaurant.</p> <p>d) Leading customers to table and sit them.</p> <p>e) Presenting menu card and taking order.</p> <p>f) Deal with mild accidents and complaints.</p> <p>g) Walking out the customer after bill settlement.</p>			<p>table and sit them.</p> <p>Present menu card and take order.</p> <p>Deal with mild accidents and complaints.</p> <p>Present bill.</p> <p>Walk out the customer after bill settlement.</p>		
General Objective: 3.0 Understand the applications of sales techniques in food and beverage service						
<p>3.1 Explain the sales techniques used in food and beverage service.</p> <p>3.2 Identify the various selling techniques used in the restaurant bar and front office</p> <p>3.3 Explain the application of</p>	<p>Explain 3.1 to 3.4</p>	<p>Textbooks</p> <p>Journals</p> <p>Internet resources</p> <p>Videos</p> <p>Display cabinets (both for cold and hot dishes)</p> <p>Restaurant equipment etc</p>	<p>Design an effective sales display exhibiting the features in 3.3</p>	<p>Guide students to design an effective sales display exhibiting the features in 3.3</p>	<p>Explain the various selling techniques used in the restaurant bar and front office</p> <p>Describe the application of positive sales techniques in food and beverage sales</p>	

	<p>positive sales techniques in food and beverage sales in a service situation</p> <p>3.4 List the requirements of effective sales display in a restaurant</p>					in a service situation
General Objective: 4.0 Know the operation characteristics of the various sectors of the food and beverage service industry						
	<p>4.1 Describe the various sectors of food and beverage service industry</p> <p>a) Fast food operations.</p> <p>b) Franchise operation.</p> <p>c) Hospital catering.</p> <p>d) Hotels-Coffee shops, restaurants and snack bars.</p> <p>e) Industrial catering.</p> <p>f) Outdoor catering.</p> <p>g) Specialty restaurants.</p> <p>h) Transport-Rail, road, air and sea.</p>	Explain 4.1 to 4.2	<p>Textbooks</p> <p>Journals</p> <p>Internet resources</p> <p>Videos</p>			Discuss the various sectors of food and beverage service industry

	<p>i) Institutional catering-prison, welfare homes.</p> <p>4.2 Explain the principal characteristics of each of the sectors in 4.1</p>					
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PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course Title: Front Office Operations II		Semester: Second
Contact Hours: 4		
Course Code: HMT 223		Theoretical: 2 hours/week
Credit Units: 2	Pre-requisite 124	Practical 2 hours/week
Course Goal: To equip students with relevant knowledge and skills that will enable them sell accommodation and other products to customers within approved legislations for the hospitality industry		
<p>General Objectives:</p> <p>At the end of the Course, Students should be able to:</p> <ol style="list-style-type: none"> 1.0 Understand the reservation process and accommodation selling techniques 2.0 Understand how to improve service quality in customer care and guest relations 3.0 Know the payment procedures and standard system of billing in hotels 4.0 Know the equipment and the application of hospitality information technology in front office operation <p>Know the legal aspects and obligations of front office management in a hotel</p>		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY

Course Title: Front Office Operations II:	COURSE CODE: HMT 223	Credit Hours: 4 Credit Unit: 2
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General Objective: 1.0 Understand the reservation process and accommodation selling techniques

WEEK	Specific Learning Outcomes	Teachers Activities	Learning Resources	Specific Learning Outcomes	Teachers Activities	Evaluation
	<p>1.1 Explain the requirements needed for taking reservation:</p> <ul style="list-style-type: none"> a) Room type and description b) Number of rooms c) Room rates d) Hotel services and facilities e) Double booking f) Cancellation g) Occupancy percentage h) Density chart i) Advanced booking. <p>1.2 Explain the different types of reservations including:</p> <ul style="list-style-type: none"> a) New, Amended, Cancelled, Confirmed and Guaranteed. 	Explain 1.1 to 1.5	Textbooks Journals Internet resources Videos	1. Prepare reservation of a group of guests planning to visit your hotel for three (3) days	Guide students to prepare and take reservation of a group of guests planning to visit your hotel for three (3) days	<p>Explain the requirements needed for taking reservation</p> <p>Explain the different types of reservations</p> <p>Explain the method of advanced reservation and the organizational procedure regarding payments</p>

	<p>b) Individual, Group/Tour, Conferences, Corporate.</p> <p>1.3 List the different means of reservation: Telephone, E-mail, social media platforms, letters and central reservation systems etc</p> <p>1.4 Describe the methods of advanced reservation e.g forms and records reservation and occupancy reports</p> <p>1.5 Explain organizational procedures regarding payments</p>					
General Objective: 2.0 Understand how to improve service quality in customer care and guest relation						
	<p>2.1 Describer the value of time management for your own task and for the guest.</p> <p>2.2 Explain how working as a team can enhance the quality of service by following management and operational procedures</p> <p>a) List the attributes of a good team member.</p> <p>2.3 State how the operations of other</p>	Explain 2.1 to 2.5	Textbooks Journals Internet resources Videos etc			<p>Describer the value of time management for your own task and for the guest.</p> <p>Explain how working as a team can enhance the quality of service by following management and operational procedures</p>

	<p>departments can be enhanced.</p> <p>2.4 Explain Customer care procedures at the reception and how to handle customer complaints and seeking assistance</p> <p>2.5 Explain the importance of safety and security in the hotel:</p> <p>a) Itemize the various security features in a hotel</p> <p>b) Examine the security challenges that you may encounter in a hotel.</p>					<p>Explain the importance of safety and security in the hotel</p>
General Objective: 3.0 Know the payment procedures and standard system of billing in hotels						
	<p>3.1 Describe Guest departure procedures</p> <p>a) source relevant information of guest expenditure on state of accommodation provided from other departments according to the hotel's policy.</p> <p>b) Check Guest's account for accuracy before presenting the bill to the guest</p>	<p>Explain 3.1 to 3.2</p>	<p>Textbooks</p> <p>Journals</p> <p>Internet resources</p> <p>Videos</p> <p>Computer systems</p> <p>Relevant Software packages POS etc</p>	<p>Source relevant information of guest and prepare Guest's bill</p>	<p>Guide students to Source relevant information of guest and prepare Guest's bill</p>	<p>Describe Guest departure procedures</p> <p>Explain how to source relevant information of guest expenditure on state of accommodation provided from other departments according to the hotel's policy.</p>

	<p>c) Take appropriate action to recover key or decoding techniques on key cards</p> <p>d) Finalize safety deposit records according to procedures</p> <p>e) Luggage handling and transport coordination</p> <p>f) Make forward reservations</p> <p>g) Process messages for guests who have departed.</p> <p>h) refund correct deposit to guests (If any).</p> <p>3.2 Identify the various hotel accounting software packages used for managing guests in front office.</p> <p>a) Prepare and post final transactions in the system.</p> <p>b) Prepare the guest`s final bill using the hotel software package.</p>					
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General Objective: 4.0 Know the equipment and the application of hospitality information technology in front office operation.						
4.1 Explain the importance of Hospitality Information System.	Explain 4.1 to 4.3	Textbooks Computer systems Internet facilities Hotel Software Package(s) Credit card samples etc	1. Use a computer system to send an e-mail to a potential guest who plans a group booking for three (3) days in your hotel.	Guide student on how use a computer system to send an e-mail to a potential guest who plans a group booking for three (3) days in your hotel.	Explain the importance of Hospitality Information System.	
4.2 explain how Information Technology is used in: a) Reservations- CRS: Guest history records, Online advertisements, Credit card sales, Electronic key card, Hotel security software and CCTV etc						Explain how Information Technology is used in Reservations
4.3 Describe how Information Technology is used in Front Office operations						
General Objective: 5.0 Know the legal aspects and obligations of front office management in a hotel						
4.1 Explain what is agent right of lien.	Explain 5.1 to 5.6	Textbooks Journals Internet resources			Explain what is agent right of lien	
4.2 Explain the obligations of a hotel to a guest and the government.						Explain the obligations of a hotel to a guest and the government
4.3 Explain the law of contract in relation to hotel accommodation.						
4.4 Describe the law relating to registration of guest.						

	4.5 Explain licensing laws.					
	4.6 Explain the wages act as it effect the hospitality industry					

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course Bar Operations and Services	Semester: Second	Contact Hours: 4
Course Code: HMT 224		Theoretical: 2 hours/week
Credit Units: 2	Pre-requisite 212	Practical 2 hours/week
Course Goal: To enable the students to be well informed on general bar operations with insightful knowledge on health, safety and statutory regulations on various types of beverages with their selling techniques		
<p>General Objectives:</p> <p>At the end of the Course, Students should be able to:</p> <ol style="list-style-type: none"> 1.0. Know the scope of bar operations and wine service 2.0. Understand health and safety aspects in bar operations 3.0. Know alcoholic and non-alcoholic beverages and their selling techniques 4.0. Understand the characteristics of alcoholic beverages 5.0 Know laws relating to the sales of alcoholic beverages 		

PROGRAMME: NATIONAL DIPLOMA (ND) IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: Bar Operations and Services			COURSE CODE: HMT 224		Credit Hours: 4 Credit Unit: 2	
General Objective: 1.0: Know the scope of bar operations and wine service						
WEEK	Specific Learning Outcomes	Teachers Activities	Learning Resources	Specific Learning Outcomes	Teachers Activities	Evaluation
	<p>1.1 Give an outline history of the development of bar operations and wine service in Nigeria and other wine producing countries.</p> <p>1.2 Identify various personals in the bar area, bringing out their qualities and responsibilities.</p> <p>1.3 Describe various types of bars e.g public bar, dispense bar, cocktail bar, lounge bar etc</p> <p>1.4 Identify a Bar lay-out</p>	<p>Give the history of Bar development in Nigeria and other wine producing countries</p> <p>Explain the qualities and attributes of a good bar man</p> <p>Describe the lay-out and components of a standard bar</p>	<p>Wine openers, Glasses Measuring tots Sample of wines and other beverages Chopping board Wine bucket Ice blocks Decanter Cocktail recipe books Wine menu Journals Textbooks Videos,</p>	<p>Prepare and serve wine in the restaurant</p>	<p>Guide the students on how to prepare and serve wine in the restaurant</p>	<p>Give an outline history of the development of Bar operations and wine service in Nigeria and other wine producing countries</p> <p>Identify various personals in the Bar area, bringing out their qualities and responsibilities.</p>

	1.5 Describe the various components of a bar lay-out.					
General Objective: 2.0 Understand health and safety aspects in bar operation						
	<p>2.1 Explain the personal hygiene necessary in bar operations e.g care of body, appearance, use of cosmetics and how these can be achieved.</p> <p>2.2 Explain causes of accidents which can occur in the bars, cellars and study areas and how the accidents can be prevented.</p> <p>2.3 State the correct reporting procedure for bars and bar stores.</p> <p>2.4 Describe the simple first-aid procedures for minor accidents e.g cuts, burns etc and the procedures to followed in the</p>	Explain 2.1 to 2.4	<p>Textbooks</p> <p>Internet resources</p> <p>Journals</p> <p>Bar videos</p> <p>First-aid box and contents</p>			<p>Explain the personal hygiene necessary in bar operations</p> <p>Explain causes of accidents which can occur in the bars, cellars and study areas and explain how the accidents can be prevented.</p>

	event of injuries to the customer and colleagues.					
General Objective: 3.0 Know alcoholic and non-alcoholic beverages and their selling techniques						
	<p>3.1 Identify the types and characteristics of alcoholic and non-alcoholic beverages commonly available in your environment.</p> <p>3.2 Identify non-alcoholic beverages found in the still room.</p> <p>3.3 Explain how to recognize sub-standard products.</p> <p>3.4 Explain the purchasing factors required in acquiring alcoholic beverages.</p>	<p>Explain the differences between alcoholic and non-alcoholic beverages</p> <p>Explain how sub-standard beverage products can be recognized</p>	<p>Textbooks</p> <p>Internet resources</p> <p>Journals\</p> <p>Videos</p>			<p>Explain the differences between alcoholic and non-alcoholic beverages</p> <p>Explain how sub-standard beverage products can be recognized</p>
General Objective: 4.0 Understand the characteristics of alcoholic beverages						
	<p>4.1 Explain alcoholic beverages.</p> <p>4.2 List common alcoholic beverages e.g- wine,</p>	<p>Explain 4.1 to 4.5</p>	<p>Textbooks</p> <p>Journals</p> <p>Internet resources</p> <p>Videos</p>			<p>Explain alcoholic beverages.</p> <p>List common alcoholic</p>

	<p>cocktails, spirits, beers, liqueurs.</p> <p>4.3 Explain the unit in which alcoholic contents of beverage are measured.</p> <p>4.4 Explain different process of making alcoholic beverages.</p> <p>4.5 Identify the different types of wine, their countries and classified them accordingly.</p>					<p>beverages e.g- wine, cocktails, spirits, beers, liqueurs.</p> <p>Explain the unit in which alcoholic contents of beverage are measured.</p>
General Objective: 5.0 Know laws relating to the sales of alcoholic beverages						
	<p>5.1 Explain the provisions of law as it relates to:</p> <p>a) Sales and supply of alcoholic beverages</p> <p>b) Permitting hours for sales of drinks</p> <p>c) Illegalities concern with the sales of drinks</p> <p>d) Right of entry to people with authority to enter</p>	<p>Explain 5.1 to 5.2</p>	<p>Textbooks</p> <p>Journals</p> <p>Internet resources</p> <p>Videos</p>			<p>Explain the provisions of law as it relates to sales and supply of alcoholic beverages</p> <p>Explain the various types of licenses for operating a bar.</p>

	<p>and inspect the premises. e) Licenses responsibility and customer`s own responsibility f) Bar keeper`s liability to the customer.</p> <p>5.2 Explain the various types of licenses for operating a bar.</p>					
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PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course Title: CUSTOMER SERVICE MANAGEMENT	Semester: Second	Contact Hours: 2
Code: HMT 227		Theoretical: 2 hours/week
Credit Unit: 2	Pre-requisite:	Practical: 0 hours/week
GOAL: The course is designed to acquaint students with the knowledge and operational skills in Customer Service and Management		
<p>General Objectives:</p> <p>On the completion of the course, the student should be able to:</p> <ol style="list-style-type: none"> 1.0 Understand the customer service process and practicalities 2.0 Appreciate the basics of customer service in relation to the accommodation product 3.0 Appreciate the basics of customer service in relation to the reservation process (pre, during and post- visit) 4.0 Appreciate the basics of customer service in relation to the check-in and check-out processes 5.0 Appreciate the basics of customer service in relation to the corporate and group sales 6.0 Appreciate the basics of customer service in relation to electronic services 		

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: CUSTOMER SERVICE MANAGMENT			Code: HMT 227		Contact Hours: 2	
			Credit Unit: 2		Theoretical: 2 hours/week	
					Practical: 0 hours/week	
General Objective 1.0: Understand the customer service process and practicalities						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
1	1.1 Define customer service (CS) 1.2 Explain the CS process	Define the meaning of CS Explain the CS process in terms of demand and supply of a service	Sketches cardboard Flipchart and coloured pens			Explain the CS process in terms of demand and supply of a service
General Objectives 2.0: Appreciate the basics of customer service in relation to the accommodation product						
2 3	2.1 Highlight the key elements of the 'accommodation product' and identify related CS 2.2 Explain various types of guest needs and CS required	Explain the elements of the accommodation product and relate it to CS Explain type of guests (i.e. business, leisure, female, couples, single, etc.)	Guest rooms Room rates and tariffs Marketing material			Explain various types of guest needs and CS required
General Objectives 3.0 Appreciate the basics of customer service in relation to the reservation process (pre, during and post-visit)						
4 5	3.1 Explain the 'guest cycle' (pre-visit arrival, arrival, occupancy, departure)	Highlight the different phases of the guest cycle (i.e. reservation, check-in and registration, mail and information, information service and baggage	First aid box, overhead projector films Telephone, desk			Explain the 'guest cycle' (pre-visit arrival, arrival, occupancy, departure)

	<p>3.2 Explain what makes a good CS from a customer perspective.</p> <p>3.3. Explain ways of dealing with customers with special needs (i.e. disabled customers)</p>	<p>handling, telephone calls and messages, guest account handling, checkout and bill settling)</p> <p>Identify a good CS in relation to the above mentioned phases.</p> <p>Identify different CS specifications in relation to different kind of special needs</p>				
General Objectives 4.0 Appreciate the basics of customer service in relation to the check-in and check-out processes						
6 7	<p>4.1 Explain how to welcoming the guest.</p> <p>4.2 Check-out, settlement of accounts and 'good-bye'.</p> <p>4.3 Identify the different cultural requirements of the customers.</p>	<p>Identify the 'checklist' for welcoming guests (i.e. eye contact, smile, posture, appearance, tone and clarity of voice, courtesy, etc.)</p> <p>Identify the role of CS in the last stage of customer stay and the importance of a good lasting impression.</p> <p>Explain the different cultural requirements of the customers</p>	<p>First aid box, overhead projector films Telephone, desk</p>			<p>Explain how to welcoming the guest</p>
General Objectives 5.0 Appreciate the basics of customer service in relation to the corporate and group sales						
8	<p>5.1 Explain the CS process in relation to</p>	<p>Explain the various stages of CS in relation to different types of customers (i.e.</p>	<p>First aid box, overhead projector films</p>			<p>Explain the CS process in relation to</p>

9	<p>corporate sales and group sales.</p> <p>5.2. Explain the ways of handling the ‘arrival’ and ‘departure’ dates effectively</p>	<p>corporate, group and tours, incentive tours)</p> <p>Identify ways of dealing with Small vs large numbers</p>	Telephone, desk			corporate sales and group sales
General Objectives 6.0 Appreciate the basics of customer service in relation to electronic services						
	<p>6.1. Explain cost and benefits of electronic services</p> <p>6.2. Explain the role of electronic services and identify various problem-solving scenarios – whose responsibility?</p> <p>6.3. Identify the role of CS and the implications associated with lack of service quality.</p>	<p>Explain the different electronic services available and assess related cost and benefits.</p> <p>Identify responsibilities and actions to reflect needs of customers who have used electronic services.</p> <p>Explain service quality standards re: Traditional CS and CS associated with electronic services</p>				Explain cost and benefits of electronic services

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY		
Course Title: PRINCIPLES OF EVENT PLANNING & MANAGEMENT	Semester: Second	Contact Hours: 4
Code: HMT 228		Theoretical: 2 hours/week
Credit Unit: 3	Pre-requisite:	Practical: 2 hours/week
GOAL: The course is designed to acquaint students with the basic knowledge and operational skills in planning, organizing and managing small and medium events		
<p>General Objectives:</p> <p>On the completion of the course, the student should be able to:</p> <ol style="list-style-type: none"> 1..0Know the meaning and classification and events. 2..0Understand the concept, scope and impact of event industry. 3..0Understand event production process 4..0Understand event venue and site arrangement. 5..0Understand event programme quality and customer satisfaction 6..0Know the various factors affecting events. 7..0Understand event health and safety procedure 8.0 Understand event food handling 		

PROGRAMME: NATIONAL DIPLOMA IN HOSPITALITY MANAGEMENT TECHNOLOGY						
Course Title: PRINCIPLES OF EVENT PLANNING & MANAGEMENT		Code: HMT 228 Credit Unit: 3		Contact Hours: 4		
				Theoretical: 2 hours/week		
				Practical: 2 hours/week		
General Objective 1.0: Know the meaning and classification and events						
Week	Specific Learning Outcomes	Teacher's Activities	Resources	Specific Learning Outcomes	Teacher's Activities	Evaluation
1	1.1 Define an Event 1.2 Identify the features of planned events. 1.3 Classify events by types; i. Cultural ii. Political iii. Business and trade iv. Educational, etc. 1.4 Classify events by size: i. Major ii. Hallmark iii. Mega, etc.	Explain the meaning of events. Explain the features of planned events Explain the various classification of events by type and size	Text books, journals, internet materials.			Define an Event Explain the various classification of events by type and size
General Objectives 2.0: Understand the concept, scope and impact of event industry						
2	2.1 Explain the elements for developing the event concept a. Purpose of event	Explain the elements for developing the event concept in 2.1	Text books journals and internet materials,			Explain concept of event. Explain the impact of events
3						

	<ul style="list-style-type: none"> b. Theme of the event c. Venue for the event d. Needs of participants e. Timing of the event <p>2.2 Explain the scope of Nigeria events industry through the hospitality sub-sector.</p> <p>2.3. Explain the impact of events in the various spheres:</p> <ul style="list-style-type: none"> a. social and cultural b. physical and environmental political, etc. 	<p>Explain the scope of the event industry in Nigeria through the hospitality sub sector</p> <p>Explain the impact of events in the various spheres listed in 2.3</p>				
General Objectives 3.0 Understand event production process						
4	3.1 Explain the process involved in producing an event:	Explain the process involved in producing an event in 3.1	Textbooks, journals internet materials, computers, projectors, cardboards, pencils, rulers.	1. Prepare event invitation cards, fliers and posters using different methods (traditional and electronic)	Guide students on how to prepare event invitation cards, fliers and posters	Explain the process involved in producing an event
5	<ul style="list-style-type: none"> a. prepare event analysis b. prepare event plan c. establish event budget, etc. <p>3.2 Explain the key elements for successful events</p>	<p>Explain the key elements for successful events</p> <p>Explain organizational skills required of an event planner in 3.3</p>				Explain the key elements for successful events

	3.3 Explain organizational skills in event planning: a. People skill b. Flexibility c. Resilience, etc.					
General Objectives 4.0 Understand event venue and site arrangement.						
6 7	4.1 Explain factors to consider for event venue selection: a. Venue services b. Venue inspection c. Volume of work required d. Distance from work station, etc. 4.2 Explain factors affecting venue selection for events a. Date b. Weather c. Size/type of guest d. Reputation of venue, etc.	Explain the factors to consider for event venue selection in 4.1 Explain the factors that affect venue selection for events 4.2	Textbooks, journals, Internet materials, event venue drop banner, tables, speakers, table cloths hall decoration materials, flower vase	1. Decorate a hall for hosting a selected event of choice using fabrics and flowers vase	Guide students to decorate a hall for hosting a selected event of choice using fabrics and flowers vase. Arrange the students to work in groups as an event management team	Explain the factors to consider for event venue selection in
General Objectives 5.0 Understand event programme quality and customer satisfaction						
8 9	5.1 Describe the event customer. 5.2 Explain the needs of the event customer: a. Quality b. Spectacle c. Element of style	Explain the customer in the event programme Explain the needs of the event customer in 5.2	Textbooks, journals, Internet materials, event venue drop banner, tables, speakers, table cloths hall	Organize a selected event (birthday party, naming ceremony, retirement party, graduation party, etc.) with guests in attendance	Group students to organize a selected event (birthday party, naming ceremony, retirement	Explain how hospitality constitutes a major component of event programme quality and customer satisfaction

	d. Hospitality, etc. 5.3 Describe hospitality as a major component of event programme quality and customer satisfaction	Explain how hospitality constitutes a major component of event programme quality and customer satisfaction	decoration materials, flower vase, food and beverage products, brigade uniform, speakers, music	Prepare light refreshment and serve guests at the party.	party, graduation party, etc.) with guests in attendance. Guide students to prepare light refreshment and serve guests at the party.	
General Objectives 6.0 Know the various factors affecting events.						
10	6.1 Explain factors affecting successful events: a. Date b. Timing c. Parking space d. Food and beverage	Explain factors affecting successful events in 6.1	Textbooks, journals and periodicals.			Explain factors affecting successful events
General Objectives 7.0 Understand event health and safety procedure						
11	7.1. Explain health and safety risks associated with events: Injuries Food poisoning Stampede Accidents, etc.	Explain health and safety risks associated with events arrangement.	Textbooks, journals and periodicals.			Explain health and safety risks associated with events arrangement
General Objectives 8.0: Understand event food handling						
12	7.1 Describe food hygiene	Explain food hygiene and the key elements of food safety under	Textbooks, journals and periodicals.			Explain food hygiene and the key elements of food safety under

13	<p>7.2 Describe key elements of food safety under applicable food safety laws.</p> <p>7.3 Identify the elements of food hygiene:</p> <ul style="list-style-type: none"> a. Personal hygiene b. Cleaning procedures c. Allergic control, <p>7.4 Identify steps for maintaining food safety at events</p>	<p>applicable food safety laws.</p> <p>Explain the elements of food hygiene in 8.3</p> <p>Explain steps for maintaining food safety at events</p>				<p>applicable food safety laws</p> <p>Explain steps for maintaining food safety at events</p>
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**Minimum Physical Facilities Required for
National and Higher National Diploma Hospitality Management Technology**

LABORATORIES	WORKSHOPS/FIELD FACILITIES
a. Production/Demonstration Kitchen ➤ Small Bakery Room/section b. Restaurant c. Bar	Accommodation

**LIST OF EQUIPMENT FOR HOSPITALITY MANAGEMENT
PROGRAMME**

(1) PRODUCTION/DEMONST

RATION KITCHENHEAVY

EQUIPMENT:

S/N	I T E M S	QUANTITY
1	Industrial Food Mixers	2
2	Mincers	2
3	Pressure Cookers	2
4	Steamers	2
5	Potato Peeling Machine	2
6	Deep Fat Fryer	2
7	Open top Range	4
8	Solid top Range	4
9	Heavy duty bain-marie (hot cupboard)	2
10	Grinding Machine	1
11	Deep freezers	2
12	Bakers' Oven	2

13	Boilers	4
14	Stainless steel Tables	4
15	Convection oven	4
16	Salamanders	2
17	Scales (plat form)	2
18	Microwave ovens	2
19	Brat pans	2
20	Dish washing machine	1
21	Large cooking pots	10
22	Butchers' Block	
23	Refrigerators	
24	Fire Extinguishers/Fire Blanket	
25	Food Slicer	
26	Food Processor with Attachments	

LIGHT EQUIPMENT		
1.	Plates rack	4
2.	Trolleys	4
3.	Scales	10
4.	Knives:	
5.	(a) Carving Knives	10
	(b) Plate Knives	10
	©Filleting knives	10
	(d) Boning Knives	10
	(e) Vegetable Knives	10
	(f) Chopping Knives	10
	(g) Bread Knives	10
6.	Knife Sharpeners	10
7.	Large and Small Skewers	5
8.	Juice extractors	20 each
9.	Scissors	5
10.	Colanders	5

11.	Pudding molds	10
	Burger molds	5
	Savory molds	5
	Mixing bowls	5
	Pudding bowls	20
	Ice bowl	20
28	Dishes	
	(a) Souffle dishes	10
	(b) Oval entree dishes	20
	© Oval sole dishes	20
	(d) Round sole dishes	20
	(e) Pie dishes	20
	(F) Casserole dishes	20
29	Choppers	10
30	Measuring jugs	10
31	Lemon Squeezers	10
32	Egg cutter	10
33	Pastry Lifters	10
34	Pastry brushes	24
35	Funnels	5
36	Shallow frying pans	5
37	Scrubbing brushes	12
38	Omelet pans	20
39	Pastry pans (21/2/12", 3", 31/2/12, 4")	20 each
40	Baking trays	20 each
41	Chip shovels	20
42	Fluffed flan rings	20
43	Cooks' forks	5
44	Large spoons	10
45	Wooden spoons	10
46	Measuring spoons	10
47	Spatula	10

48	Chafing dishes	10
49	Balloon whisks	10
50	Grater	10
51	Sauce boats	5
52	Potato slicers	10
53	Ladles	20
54	Hamburger wrappers	10
55	Kitchen tongs	5
56	Crockery baskets	5
57	Cooling racks (various sizes)	5 each
58	Piping bags	10
59	Icing tubes	5
60	Kettles (manual)	5
61	Electric Kettles	5
62	Toasters	2
63	Toast racks	5
64	Mincer (Manual)	2
65	Round and square spiders	5
66	Iron scrappers	5
67	Juice Dispenser	5
68	Chopping boards	20
69	Can openers	10
70	Egg fryers	5
71	Plastic bowls	10
72	Plastic plates	10
73	Rolling pins	2
74	Chip maker	10 each
75	Sieves (large and small)	10
76	Conical strainers	10
77	Bread baskets	10
78	Mortar and pestle (small and large)	2 each
79	Grinding stones	2

80	Medium and Small cooking Pots	10
81	Rolling Pins	20
82	Sand buckets	6
83	Roasting tins	10
84	Cake tins	10
85	Bun tins (patty tins)	10
86	Sandwich tins	10
87	Flan rings	10
88	Blenders	10
89	Wooden Chopping Boards	20
90	Mandolin	6
91	Stockpot	
92	Mouli	6
93	Muslin	

(2) RESTAURANT AND BAR		
1	Knives	
	(a) Butter knives	40
	(b) Joint knives	40
	© Side Knives	40
	(d) Fish Knives	40
2	Forks	
	(a) Joint forks	40
	(b) Dessert forks	40
	© Fish Forks	40
	(d) Service forks	40

3	Spoon	
	(a) Tea spoons	40
	(b) Dessert spoons	40
	© Serving spoons	40
	(d) Soup spoons	40
	(e) Salad spoon set	2 sets
	(f) Service Spoons	40
4	Glasses	
	(a) Wines glasses: Goblets, Brandy Balloons, Champagne Glass, Liques glass,	40
	(b) water glasses	40
	© Water jugs	10
	(d) Beer Mugs	40
5	Plates	
	Soup plates	40
	Under plates	40
	Joint Plates	40
	Serving Plates	40
	Fish Plates	40
	Side Plates	40
6	Tea and Coffee cups and saucers	40
7	Ash trays	24
8	Cruet sets	24
9	Butter dishes	40

10	Oval casserole dishes	40
11	Serving trays	40
12	Flower vases	40
13	Wine opener/ Waiter's friend	12
14	Under plates	6
15	Napkins	24
16	Table numbers (depends on size of restaurant)	36
17	Wine racks	2
18	Wine baskets	2
19	Bar board	2
20	Side boards	2
21	Cocktail shakers	4
22	Cocktail Strainers	2
23	6" out measures	2
24	Cocktail mixer	2
25	Coffee / Tea pots	4
26	Spirit measure	6
27	Dusters	5
28	Receipt books and cash register	10
29	Flambé lamps	4
30	Butter curler	2
31	Tables	10
32	Chairs	20

(3) ACCOMMODATION OPERATION APARTMENT		
1	Computer and printer	1
2	Sewing Machines	6
3	Scrubbing Machine	1
4	Mops and Mop Buckets	20
5	Vacuum cleaners	5
6	Irons	5
7	Ironing boards	4
8	Brooms – Long and short	20
9	Assorted cleaning Detergents/Chemicals	20
10	Washing Machine / Dryers	2
11	Guest Amenities - Luxury items put in rooms; Guest Expendables – sewing kits, stationaries, shampoo, soap; Guest Essentials –Cloth hangers, water glass, ash tray, bucket, waste basket; Guest Loan items – iron, hair dryer, cribs.	
BEDROOM (ATLEAST 4 ROOMS)		
	Beds: Double single	1 each 2 2
1.	Mattresses	4 (2 each)
2.	Bed linen (sheets, pillow cases, under sheet, blanket)	20 (assorted)
3.	Writing table and chair	4 (2 each)
4.	Dressing table and mirror	1each
5.	Easy chairs and center table	1 each
6.	T.V. set	1 each

7.	Air condition system	1 each
8.	Side lamp	2 each
9.	Window blinds	10
10.	Rug	1 each
11.	Wardrobes	1 each
12.	Flower vases	2 each
13.	Waste paper basket	1 each

BATHROOM

1.	Bath	1 each
2.	Shower	1 each
3.	Cold and hot water taps	1 each
4.	Water Closet	1 each
5.	Water system	14 (2in each room)
6.	Towel (assorted)	2 each
7.	Dressing Mirror	1 each
8.		

LOUNGE

1.	Easy chairs (settee + 4 chairs)	4
2.	Centre table	1 each
3.	Stool	12
4.	Book rack	2
5.	T.V. set	2
6.	Radio set	2
7.	Window blinds	No depends on size of room
8.	Floor rug	

9.	Ash trays	16
FIRE FIGHTING EQUIPMENT		
1	Water tank truck	1
2	Fire pump (37 HP machine with hose)	2
3	Water tank	2
4	Hand pump	2
5	Firefighting kit	2
6	Safety shoes	40
7	Helmet	40
8	Binoculars	20
9	Siren	2
10	Hand fire extinguishers/ Fire Blanket	10
RECEPTION		
1	Counter	1
2	Key rack	1
3	Writing table	1
4	Chairs	1
5	Executive chairs	1 settee
6	Centre table	1
7	Computer and printer for billing	1
8	Point of sale machine (POS)	1
9	Front Office Computers	2

RECOMMENDED TEXT BOOKS

1. Theory of Catering by R. Kinton, V. Ceserani and D. Fosket (1999)
2. Food and beverages service management (1997) by Jones A. Fitzsimmons and Mona J. Fitzsimmons.
3. Food and beverage management by B. Davis, A. Lockwood and Sally Stone (1998).
4. Practical cookery by Kinton, Ckeseranni and d. Fosket (2000).
5. Essentials of human nutrition by Jim Mann and A. Stewart Truswell, 1998 first edition: 2000 second edition.
6. Understanding nutrition by Whitney, Hamilton and Rolfes, 1990.
7. Human Nutrition and Dietetics by S. Davidson, R. Passmore, J. F. Brock and A. s. Truswell, 1986.
8. Essentials of Nutrition and Diet therapy by Rodwell Williams, 1978.
9. Nutrition almanac, fourth edition by Gayla J. Kirschmann, 1996.
10. Present knowledge in Nutrition, seventh edition by Ekhard E. Ziegler and I. J. filer Jr. 1996.
11. Food science, Nutrition and Health, sixth edition by Brain a. Fox and Allan g. Cameron, 1995.
12. Elementary Science of Food by E. M. Hildreth, 1975.
13. Integrated Food Science and Technology for the tropics by A. I Ihekoronye and P. O. Ngoddy, 1985.
14. Manual on food consumption surveys in developing countries by E. Olabisi Olusanya, 1977.
15. Practical Cookery for the Level 3 NVQ and VRQ Diploma, 6th edition, 2014
16. Practical Cookery by Victor Ceserani, David Foskett, Ronald Kinton 14th edition Hodder & Stoughton, 2004

17. Advanced Practical Cookery: A Textbook for Education & Industry by John Campbell, David Foskett, Victor Ceserani Hodder Arnold, 2006
18. Hospitality Marketing *books.google.com.ng* › books David Bowie, Francis Buttle · 2007
19. Digital Marketing Strategies for Tourism, Hospitality by Santos, José Duarte, Silva, Óscar Lima2019
20. Hospitality Law: Managing Legal Issues in the Hospitality by Stephen C. Barth, Diana S. Barber · 2017 ·
21. Food composition table for use in Africa, US department of health education and welfare, public health service and FAO(Nutrition Division), FAO, 1968.
22. Food composition table for West African countries.
23. Practical cookery (seventh and ninth editions) by Victor Ceserani, Ronald Kinton and David Fosket.
24. Food and Beverage Service (fifth edition) by Dennis Lillicrap, John Cousins and robber smith.

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43. Digital Marketing Strategies for Tourism, Hospitality by Santos, José Duarte, Silva, Óscar Lima2019
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46. Food composition table for West African countries.
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48. Food and Beverage Service (fifth edition) by Dennis Lillicrap, John Cousins and robber smith.

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