

POST GRADUATE DIPLOMA IN ACCOMMODATION OPERATIONS MANAGEMENT



सूचना विवरणिका INFORMATION BROCHURE

सम्बद्ध :

राष्ट्रीय होटल प्रबंध एवं
कैटरिंग टेक्नालॉजी परिषद

प्र० का०- ए-34, सेक्टर-62, नोएडा-201309
(पर्यटन मंत्रालय, भारत सरकार द्वारा स्थापित)

Affiliated to :

**National Council for Hotel Management
and Catering Technology**

HQ- A-34, Sector-62, Noida-201309
(Established by Ministry of Tourism
Govt. of India)

(पर्यटन मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संस्था)
होटल प्रबंध एवं खान-पान पोषाहार संस्थान लखनऊ
Institute of Hotel Management Lucknow



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1. Institute of Hotel Management Catering and Nutrition

IHM, Lucknow is an institute of high repute and excellence under the aegis of Ministry of Tourism, Govt. Of India & Uttar Pradesh. The institute imparts quality training and education in the field of Hospitality and Tourism Industry.

Established in year 1969 as a Food Craft Institute and upgraded to an Institute of Hotel Management in year 1980 to conduct the 3 years Diploma course, as 5th oldest govt. run IHM of the country.

This institute offers students the opportunity to develop professional and academic excellence with a view to enjoy a rewarding career as a Hotel or Restaurant Manager, Food & Beverage Manager, Front Office Manager, Executive Chef or as an Executive House-Keeper etc. Whatever be the career choice students expect that the Hospitality training they receive at IHM, Lucknow will allow them to begin work in their profession as soon as they graduate.

Affiliation -

Institute of Hotel Management is affiliated with NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY, NOIDA, U.P., INDIA; which is an apex body under the MINISTRY OF TOURISM, GOVERNMENT OF INDIA.

About - NATIONAL COUNCIL FOR HOTEL MANAGEMENT AND CATERING TECHNOLOGY

The National Council for Hotel Management was set up in 1982 with a Board of Governors, comprising Government and trade representatives, to look after its affairs. The Council has been assigned the role of assigning and advertising the Government in the coordinated development of training programs in Hotel Management and related fields. It's main concern is directed towards growth and development of the institutes of Hotel Management & Catering technology all over the country and to affiliate existing institutes of similar nature.

The National council conducts courses at Post Graduation, Graduation, Diploma, Post-Diploma & Certificate levels to develop tomorrow's top professionals in the Hospitality related enterprises. The National Council also prescribes common syllabi for all its courses; conducts research studies in the field of Hotel and Restaurant Management and awards Post Graduation, Graduation, Diploma, Post-Diploma & Certificates to successful candidates.

Infrastructure -

IHM, Lucknow is spread in 5 acres land at the prime location of the city. Institute has 1,10,000 sq.fts of training space.

1. Food and Beverage, Production and service area- this area includes two Basic Training kitchen, two Advance training kitchen, One quantity training kitchen, 3 bakery labs, 3 restaurants, one training bar and student's dining hall.

2. Rooms Division Area- Room Division includes 2 front office labs, 2 accommodation office labs, 1 laundry, 1 computer lab and 1 property management lab.



3. Lecture Rooms, Library etc. – 8 lecture rooms, 4 tutorial rooms, 1 audio visual room, 1 multipurpose hall and 1 library.

Alumni - Alumni of the institute are spread across the world and are well communicated with each other through regular interaction through annual meeting and as a group on internet.

Location - IHM, Lucknow enjoys a prime site location in terms of access of the following-

Airport- 28 kms

Railway station-12 kms

Bus station- 08 kms

Major shopping complex -

Kapoorthala- 2 kms

Hazratganj-5 kms

Gomitnagar- 8 kms

Indira nagar- 5 kms

Nearest Banks - Punjab National Bank-3kms

State Bank of India, Andhra Bank, Dena Bank- ½ kms

Local Languages - Hindi, Urdu and English.

Altitude - 123 mts.

Campus & Building -

Total Area- 5 Acres

Floors- G+4 Floors

Aim - To take the steps towards fulfilling the human resource requirement of Hospitality industry and do all possible efforts to raise the standard of services being offered to the guest in hospitality industry up to their delight.

Objectives - To impart quality training and education in the field of Hospitality and Tourism Industry and offer students the opportunity to develop professional and academic excellence with a view to enjoy a rewarding career in Hotels, Restaurants and allied profession. We assist the students in developing their personality with due emphasis to discipline, dedication, attitude and commitment along with imparting knowledge and skill.

Faculty - The faculty of IHM, Lucknow have national and international exposure and fully committed to impart knowledge and skill keeping pace with latest trend of hospitality Industry.

2. PGDM ACCOMMODATION OPERATION MANAGEMENT

About the course

- It opens the avenue of young graduates to join hospitality industry either in house keeping or in front office.
- The course is open to all graduates, admissions for which are done individually by each institute that offer the program.
- The one and a half year course prepares students to learn how hotels are managed with regards to the rooms division operations and housekeeping of the property.
- The course supplements knowledge gathered during graduation and how it can be implemented in the hospitality industry.
- Techniques on how to manage staff and maintain proper accounting of hotel operations are taught during the two semester period. The course prepares students to join as supervisors in small and mid-sized hotels.
- The course is delivered in two semesters of 17 weeks each. Between the two semesters students are sent on industry exposure of four weeks to familiarize themselves with the hotel environment while 16 weeks of industrial training is mandatory after completion of the second semester to provide students with a feel of the hotel working environment.





3. Opportunities

- Several hotels and ancillary industry visit institutes for campus recruitment. Meritorious students are offered jobs in the Housekeeping and Front Office departments of hotels.
- Some also join the HR, Sales and Marketing teams. Besides leading hotel chains, State Tourism Development Corporations, Guest Houses, Railways, Travel companies and retail outlets also recruit our students.
- Jobs are offered at middle management and at supervisory level where the incumbent would be expected to manage other staff members.
- They can start own company to provide cleaning facility public as well as back area to the Hotels, Restaurant chains, Malls, Banks, Air ports etc.
- Cruise lines, Guest House, State Tourism Hotels, Chain Hotels, Laundry, Hospitals, Receptions, IRCTC, Corporate Houses.



PGDAOM at a Glance

Course Title	:	Post Graduate Diploma in Accommodation Operations & Management
Admission Standard	:	Graduate (English Medium)
Duration	:	Two Semesters-17 weeks each
Teaching Hours	:	35 per week
Industrial Exposure	:	04 weeks during 2nd semester
Industrial Training	:	16 weeks on completion of 2nd semester
Selection Procedure	:	Merit
Medium of Instruction	:	English
Maximum Age	:	25 years as on 1st July of year of admission
Reservation	:	As per GoI Policy

Fee Structure

S.No.	Particulars	1 st Term	2 nd Term
1	Admission Fee	1000.00	-
2	Enrollment Fee	900.00	-
3	Tuition Fee	16000.00	16000.00
4	Caution Money	1000.00	-
5	Minor Charges	1500.00	-
6	Examination Fee	2500.00	2500.00
	Total	22900.00	18500.00



4. Eligibility for admission

4.1 Qualifying Examination

Graduation (English Medium)

The offer of admission is subject to verification of original certificates/documents at the time of admission.

If any candidate is found ineligible at a later date even after admission to the Institute, his/her admission will stand cancelled.

4.2 Age limit

Maximum age is 25 years. (Age calculated on 1st of July of the year of admission)

NOTE - Maximum age is relaxed upto 28 years for SC/ST candidates.

4.3 Physical Fitness

All qualified candidates will have to submit a physical fitness certificate at the time of admission from a Registered Medical Practitioner in the prescribed format given at Annexure - 1.

5. Availability of Seats

Post Graduate Diploma in Accommodation Operations Management - 30 seats

6. Guidelines for filling up the application forms

The candidates are advised to go through the Admission Brochure carefully and acquaint themselves with all requirements in respect to filling up of the Application Form.

It will be the sole responsibility of the candidate to make sure that he/she is eligible and fulfils all the conditions prescribed for admission.

If ineligibility of a candidate is detected at any stage before or after examination/declaration of result orduring any stage of the programme, his/her candidature/admission will be cancelled without any notice, disciplinary action will be taken against him/her and entire fee will also be forfeited.

- **Name of Mother/Father :** Write the name of your Mother or Father exactly as in your Class X or equivalent certificate. Leave one and only one blank box between consecutives words of your mother's / father's name.
- **Date of Birth :** Enter the date, month and year of your birth as per English Calendar and as recorded in your School/Board (Class-X)
- **Category :** Tick mark the appropriate box for your categories- General(GEN), Scheduled Caste(SC), Scheduled Tribe(ST), Other Backward Classes(OBC (Non Creamy Layer), and sub category such as Physically Disabled(PD).
- **Gender :** Tick mark the appropriate box indicated for 'Male' , 'Female' or Other.
- **Mailing Address :** Write your name and complete mailing address IN CAPITAL LETTERS including the PIN CODE along with Telephone/ Mobile numbers with relevant STD Code at which the



communication is to be sent.

- **Photograph of the candidate** : The candidate should affix his/her recent colour photograph with white background (without attestation) taken not more than three months old. The photograph should be pasted (NOT STAPLED) in the space marked for it.

7. Selection Process

8.1 Allotment of seats through counseling process

On the basis of graduation marks and interview if candidate is three times.

8.2 Documents required for counseling process

When a candidate is granted admission he/she must produce the following documents in Original for verification, failing which he/she will not be granted admission.

1. Mark sheet of the qualifying examination.
2. Proof of Date of Birth.
3. Character Certificate issued by last attended school/college.
4. Reserve Category Certificate.
5. Details of intervening period.
6. (Online) required fee payable at IHM Lucknow Portal.
7. Certificate of medical fitness from the registered medical practioners with admission form. However, Institute reserves the right to ask the candidate for medical examination through a doctor nominated by it.

8.3 Payment of fees and refund

Post Graduate Diploma in Accommodation Operations & Management - Rs. 41,400/-

Students selected for admission in Post Graduate Diploma in Accommodation Operations & Management is required to pay first installment of Rs. 22,900/- and second installment of Rs. 18,500/- each at the time of admission and December respectively. Online in favour of "Principal, IHM, Lucknow".

Fee include Rs. 1,000/- refundable Caution Money

8.4 Merit, scholarship and financial assistance

As per the Uttar Pradesh Government policy Scheduled Caste/Scheduled Tribe and other categories candidates can avail financial assistance or from the respective State Governments Welfare Department for which Institute will issue studentship certificate indicating fee received from the student.

8.5 Commencement of academic session

Induction for the batch will commence from **July**.

TEACHING & EXAMINATION SCHEME

Semester I

No.	Subject Code	Subject	Hours Per Week		Marks*	
			Th.	Pr.	Th.	Pr.
1	AOM11	Accommodation Operations	8	7	100	100
2	AOM12	Front Office Operations	4	4	100	100
3	AOM13	Supervisory Management	4	-	100	-
4	AOM14	Accountancy	4	-	100	-
5	AOM15	Communication	2	-	50	-
6	-	Guest Speaker / Field Visits	2	-	-	-
TOTAL:			24	11	450	200
GRAND TOTAL:			35		650	

*Semester marks will comprise 30% Mid-term & 70% Term-end exam

Semester II

No.	Subject Code	Subject	Hours Per Week		Marks*	
			Th.	Pr.	Th.	Pr.
1	AOM21	Accommodation Management	6	-	100	-
2	AOM22	Front Office Management	4	4	100	100
3	AOM23	Interior Decoration	6	6	100	100
4	AOM24	Hotel Accountancy & Costing	4	-	100	-
5	AOM25	Business Communication	2	-	50	-
6	-	Guest Speaker/Field visits	3	-	-	-
TOTAL:			25	10	450	200
GRAND TOTAL:			35		650	

*Semester marks will comprise 30% Mid-term & 70% Term-end exam

Industrial Training

No.	Subject Code	Duration	Marks
1	AOM31	96 Days (16 Weeks X 6 Days X 8 Hours)	100



Salient Features

1. Run-thru' Scheme:

In view of the semester system of the program students will be permitted to join the second semester even if they have failed to clear the examinations of the first semester. Similarly, students will be permitted to go on Industrial Training after the completion of second semester even if they have failed to clear the examinations of first or second semester. Students will appear for failed subject(s) only in the subsequent examination.

2. Mid-Term Examinations :

Mid Term examinations will be held at institute level and will comprise 30% of the overall assessment while computing Term End results. In view of the semester system, institute will conduct three internal examinations; first, after completion of five weeks of study; second, after ten weeks of study and third, after fifteen weeks of study of 50 marks each. Marks for the best two internal examinations (50x2 =100) would be forwarded to the National Council and would constitute performance in Mid-term Examinations. These marks must reach the National Council prior to the commencement of term end examinations. Absent in any examination would be considered as 'zero'.

3. Detained Students :

Students who are detained in the first semester or second semester, whether on account of shortage in attendance or for any other reasons will be required to repeat that semester as a regular student in the following year and will not be allowed to pursue second semester or Industrial Training, as the case may be.

4. Examination Fee :

As decided from time to time.

5. Industrial Exposure :

Since students for this program do not have any exposure in the hotel industry, it becomes difficult for them to understand depth of the subjects being taught. Students would, therefore, familiarize themselves with the hotel environment through an industrial exposure of four weeks during the second semester. It is in the interest of the student to complete this exposure for which no formal structured learning is required but would cover the two main departments of Housekeeping and Front Office. The student will bring with him/her a certificate from the hotel where he/she has undergone this exposure.



Dress & Grooming Code

- To create a disciplined environment and maintain a professional interface with the industry, a dress and Grooming code for all students of IHM Lucknow has been formulated with inputs from hoteliers, faculty, alumni and present students. It will remain mandatory for all students to wear the prescribed uniform in their respective practical and theory classes. For the remaining time in the Institute all students are advised to strictly follow dress code as mentioned below:

For Boys:

- General Uniform (Cream Colour Trousers, Cream Shirt Full Sleeves and Uniform Tie). No other dress will be allowed.
- Entering Institute with Jeans & T shirts is not allowed even if there is no class.
- The shirt should be tucked in. The sleeves of a full sleeve shirt should never be rolled up.
- Formal shoes (Oxford black) and black socks.
- No visible painting and tattoos.
- No Ornament eg. Ear rings, bangles except for religious purpose are allowed in the Institute
- Any kind of hair dye and spike hair style is strictly prohibited.
- In winter Navy Blue Coat
- Wearing of Name plate is mandatory for all students during college hours.

For Girls :

- General Uniform (Cream Colour Trousers, Cream Shirt Full Sleeves and Uniform Tie).
- No other dress will be allowed. Entering Institute with Jeans & T shirts is not allowed even if there is no class.
- The shirt should be tucked in. The sleeves of shirt should never be rolled up.
- Formal Oxford black shoes with ankle high socks for Food production and Ballerina shoes and black ankle high socks for rest of the classes.
- No visible painting including mehendi and tattoos.
- Only one ear ring/top.
- In winter Navy Blue Coat and Black cardigan without collar (with sari and black pullover with V neck and without any design with general uniform) as directed by concerned faculty
- Any kind of hair dye is strictly prohibited. Hair should be tied in Bun shape during college hours.
- Observing the dress/grooming code is mandatory for all students even during their visit to Institute on vacation/IT for any official work, failing which strict disciplinary steps would be initiated. For any clarification on the above points, students can meet the Faculty/ HODs,

Attendance

Minimum 75% Attendance required for appearing in term end exam (10% Medical may be considered with submission of medical certificate to principal).



प्रदाता :

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