



## **Graduate attributes**

### ➤ What is hospitality?

Hospitality means extending a welcome to travellers or offering a home away from home. The hospitality and tourism industry is a vast sector that includes all the economic activities that directly or indirectly contribute to, or depend upon, travel and tourism. This industry sector includes:

- Hotels & Resorts
- Restaurants & Catering
- Night Clubs & Bars
- Travel & Transportation
- Tourism
- Spas & Wellness
- Cruise Liners & Bus tours
- Events (Private, Business, Cultural & Sports)

### ➤ What is Hospitality and Tourism Management?

Hospitality management is a broad career field that provides many opportunities for international career progression. In the core of the hospitality industry alone (hotels, events, restaurants, etc.) graduates with a hospitality degree can become managers in a variety of departments and sectors, or choose to specialize in one area.

The career paths are as diverse as the industry, and with so many new hospitality concepts and innovation changing the industry, the career paths will continue to grow and evolve with technology and trends of the 21st.

### ➤ What are Hospitality Management Skills?

In the field of hospitality management, customer satisfaction is key, and the primary goal is to ensure the best customer experience possible. Therefore, hospitality management courses teach both professionally-focused hard skills (room pricing, cost-control, accounting, scheduling, etc.) and soft skills which are related to how one acts, and interacts in a professional environment.



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Training for soft-skills is critical to succeed in the 21st century: critical thinking, agility and adaptability, effective communication, imagination and curiosity: these are all skills students develop at EHL in our hospitality management courses and degrees.

### ➤ Why Study Hospitality?

Because Hospitality Education Develops Essential Job Skills for the Future

- Problem Solving

Many of the top soft skills listed by on LinkedIn or the WEF reports are related to thinking: Analytical thinking; Critical thinking and analysis; Complex problem-solving; Reasoning, problem-solving and ideation. These thinking skills are develops by the first pillar of hospitality education model: Experiential Education or learning from experience.

DYPU SHTS bachelor's degree program is all about immersive, hands-on learning in hospitality environments, which creates a strong foundation of know-how. The subsequent years of management theory and business strategy add analysis and critical thinking to that first-hand knowledge. The process culminates in real-world business projects where students prove their ability to analyse and solve complex business problems.

- Working Well with Others

A popular feature on any "top skills" list is Emotional Intelligence. Many people wrongly assume that is an inherent trait that comes from one's culture or personality. However, Emotional Intelligence can be learned and developed, just like any other skill and the well-rounded, international and multicultural DYPU SHTS university experience develops EI through the Social Learning Context:

"Learning is a social process. To be successful at DYPU SHTS , and in the business world, students learn to work together throughout their studies. They learn to be part of a team, as both leader and member, and to in still a collaborative spirit. Teamwork extends outside of the classroom on student committees and other projects that align with specific learning outcomes."

- Developing Leadership

Another skill set that tops the lists is leadership and social influence, or persuasion. Leadership qualities are not genetic or related to one's personality type, they are qualities that students can develop by gaining confidence in their knowledge and skills and by becoming aware of the social, environmental and cultural implications of their actions.

Leadership involves influencing others to achieve a common goal and DYPU SHTS students learn to become leaders through their group projects, student committees, and internships. With each experience, they receive feedback and strive for better results, gaining confidence along the way.



- Innovating & Being Creative

Innovation is another skill that makes the top lists and it is widely overused to describe anything that is new or exciting. Innovation is about coming up with solutions for problems and improving the way things are done for better results. It's hard to teach someone to "be innovative" but it's not difficult to teach someone to innovate wisely using research and methodology.

For example, DYPUSHTS students take a workshop on Research & Development in their first semester to learn how the industry develops and tests new products and concepts. The DYPUSHTS Innovation Village has a Business Incubator where students learn how start-ups go from a great creative idea, to a viable business project. Hospitality experiences arouse student's creativity and business classes teach them how to make their ideas work in the real world.

- Active Learning

Active learning and learning strategies is a new skill set that appeared this year in the WEF report. This skill is increasingly important because the world is changing so quickly that leaders and entrepreneurs have to constantly update their knowledge and skills to keep up.

Hospitality education at DYPUSHTS teaches students to love learning because it takes a scientific approach that sparks curiosity and involves the five senses. This is the fourth pillar:

"Awareness of and Appreciation for Lifelong Learning: An DYPUSHTS education provides students with an awareness that learning is a lifelong process. DYPUSHTS graduates obtain the skills and drive necessary to continue to learn long after they leave our campus."

- Hospitality Education is Future-Proof

Over the past decade, the hospitality industry created millions of new jobs every year and offered endless possibilities for career advancement. When COVID-19 happened, the industry was shut-down, practically overnight, as international travel bans and social distancing measures forced customers to stay home and re-think leisure activities entirely. Indeed, 2020 was a bad year for hospitality in decades, but it's definitely not the end.

Hospitality is one of the most resilient, adaptable and dynamic industries on the planet. It is an industry of constant change, where technology and innovation are being integrated to improve the guest experience. New concepts for lodging, travel and restaurants are constantly being invented to meet the ever-changing demands of consumers. The more the world changes, the more opportunities arise for new hospitality jobs and businesses.



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## **CAREER OPTIONS FOR BSC HOSPITALITY STUDIES GRADUATES ATTRIBUTES**

With a degree in hospitality management, your career opportunities are truly limitless. The global industry continues to grow, change and diversify every year. In fact, hospitality is one of the world's fastest growing employment sectors and it is predicted to continue growing strong for the coming years. Luxury hospitality and tourism careers also present a unique career track for professionals who specialize in creating the finest guest experiences. Here is a breakdown of the kinds of jobs you can get with a hospitality management degree.

### **Hotel Management Jobs**

Traditional hospitality careers often start in hotels and resorts, and the accommodation sector is growing more diverse with new properties and new concepts coming to the industry. You could start in Reception, Guest Relations or Rooms Division and work your way up to a Director or GM position. You could choose a company you identify with and grow your career with openings in new locations. Or you can develop a career in marketing or finance and work for a variety of different hospitality companies. Examples of hotel management career progression:

- Front Office Supervisor >> Rooms Division Manager >> Assistant Director of Operations >> General Manager
- Night Manager >> Guest Relations Manager >> Director of Sales >> Group Regional Manager

### **Food & Beverage Jobs**

Another core area of hospitality careers is the Food & Beverage sector which includes restaurants, night clubs, catering, food trucks, fine wines & spirits, bakeries and sweets, recipe design, and more, as the industry evolves quickly. Hospitality students receive significant training in this area, and demand is quite high, so it's easy to find a supervisory or management role right after graduation.

Examples of F&B career progression:

F&B Outlets Manager (hotel) >> Culinary Director >> Director of F&B

F&B Coordinator >> F&B Catering & Events Manager >> Entrepreneur

### **Travel & Tourism Jobs**

A hospitality degree also prepares graduates to work in businesses related to travel and tourism, where hospitality services and skills are essential to the customer experience. This includes airlines, cruise ships, private jets and charters, and the career paths vary widely from guest-facing positions in the service areas, to back-end marketing and sales and finance roles. Career opportunities in tourism are booming as the number of tourists continues to grow and visitor expectations change with every generation. It includes positions in the tour-bus



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market, planning and marketing excursions, travel writing, tour packages, destination management and tourism planning.

- Examples of travel & tourism career paths:

Hospitality Services Coordinator (Cruise) >> Guest Experience Manager >> Director of HR & Training

VIP Lounge Assistant >> Guest Services Coordinator >> Director of Operations

Communications Specialist >> Digital Marketing Manager >> Business Development Director

- Events, Sports, Wellness & Leisure Positions

Hospitality degrees open the doors to the MICE (Meetings, Incentives, Conferences and Events) sector and some closely related sectors such as sports, spas and wellness, and leisure activities.

Some examples of career paths in events, sports and wellness:

Hotel Event Coordinator >> Conference & Banqueting Manager >> Project Manager

Sports Event Executive >> VIP Services Manager>> Director of Group Sales

Spa Attendant >> Wellness Area Manager >> Hospitality Services Director

- Other Sectors for Hospitality Graduates

A hospitality degree opens the doors to other types of careers as well. In fact, hospitality-related soft skills are highly valued in the job market as is international experience and cultural awareness, both of which are covered in hospitality degree programs. Here are some examples of career paths from DYPU SHTS Alumni on LinkedIn who are not working in the hospitality sector:

Digital Marketer >> Sales Funnel Manager >> Assistant Director Marketing

Office Coordinator >> Merchandising Expert >> Marketing Manager (Proctor & Gamble)

- Sales & Planning Coordinator (Honda) >> Product Manager (Honda Motorcycles) >> Business Planning Specialist (Nestlé)

Finance & Control Intern (Nestlé) >> Expat Tax Associate (PWC) >> International Wealth Management Front Support (Credit Suisse)

### Hospitality Salaries & Benefits

Hospitality jobs are often associated with low-paying, entry-level service positions, but hospitality management and leadership positions are quite different. A hospitality degree gives you the advantage of bypassing the entry-level jobs to access supervision and management positions directly after graduation.



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How to access the best career opportunities in the hospitality industry

If you really want to get into the best positions in hospitality, you will need a hospitality degree from a well-reputed school like DYPU SHTS, which is ranked the best hospitality school in the world for employer reputation and academics.



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## **Programme - B.Sc. in Culinary Studies**

Skills in Culinary Management are demanded from exacting, and well-educated chefs continue to grow, as the hospitality industry soars in India. Thriving tourism, and heightened food awareness among locals, is turning attention toward epicurean excellence, creating employment opportunities for student chefs. Modern culinary arts school graduates work in a restaurant, hotel, and air flight kitchens. Positions as caterers, private chefs, owner/operators, and even instructors are also growing in numbers. Hence we feel a specialised Professional Degree in Culinary Arts is a requirement of the day. DY Patil University SHTS NERUL NAVI MUMBAI, recognised as the top institute for culinary courses in Pune and it focuses entirely on teaching practical skills in a state of the art cookery school. All this while being supportive and fun, whilst also ensuring our students develop the high levels of discipline required to cook beautiful food to the highest standards. For well-rounded student development, the program involves practical demonstrations and workshops conducted by experienced faculties and Celebrity Chefs specialising in various Cuisines.

At DYPU SHTS NERUL NAVI MUMBAI the culinary arts college in offers B.Sc. in Culinary Management Course that is a three-year programme which encompasses two years of classroom studies and practical and one year of paid Internship in leading 5-star hotels across India. DYPU SHTS NERUL NAVI MUMBAI is focused on ensuring our graduates leave us with a complete range of culinary skills which will enable them to adapt to any environment where food matters, and to present themselves as highly skilled and inspirational chefs. With exciting career prospects ahead of them, DYPU SHTS NERUL NAVI MUMBAI culinary college targets to polish the culinary skills of our students by giving them the opportunities to represent themselves as experts and passionate professionals in the art of cooking. To experience the best and to be best in the industry the cooking enthusiast should join culinary courses in Pune at DYPU as this centre of learning is always in line with the trends.

### **Programme Objectives:**

In-depth professional skills for food product knowledge and preparation

Develop innovation and attitude.

Practical knowledge and skills in the areas of event management, communication skills and computer applications for food and beverage operations

Understand the community approach, environment and social awareness.

Knowledge of nutrition and food safety

### **Programme Structure:**

Programme structure is designed in Industry Academia Advisory Board (IAB) to deliver the programme contents as per the expectation of industry. B.Sc. in Culinary Arts Programs develop students in contemporary skills in food preparation and presentation, à la carte



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cuisine, pastry and desserts; and kitchen management through hands-on training and classroom learning. Culinary courses in Pune are inspired by techniques all around the world.

### **Programme Delivery:**

DYPU SHTS one can expect high involvement of academic experts, professionals from industry, technical experts and behavioural trainers Dedicated industry interface through industry visits, guest lecturer, seminar and workshop Training at leading hotel industry & event management companies. Learn team dynamics, Leadership and grooming sessions through well designed programme.

### **Scope of Culinary Management in Coming Years**

Cooking has always been a passion and a driving force for so many people. In recent years, many people have shown a massive interest in the field of cooking and want to build their futures as chefs, cooks, caterers and more. Today, the demand and fashion of restaurants, cafes and catering businesses are emerging at a much greater rate where people are researching, analysing, learning and opting for careers in the line of the food industry.

For those who are very ardent and passionate about food and want to make a career out of it, then proper mastery and degree are mandated to be a pro in this field and this where they should seek DYPU SHTS NERUL NAVI MUMBAI. First things first, a person must be familiar with the art of cooking, managing a whole restaurant, kitchen, cafeteria and should be aware of the trends of the food industry to satisfy all the food lovers by your food. In order to gain mastery as cooking professionals, you need to gain experience and knowledge from a renowned institution. There are many colleges and universities that offer culinary programs to all the aspiring candidates who want to be future cooks and chefs. Among them, the culinary courses in Pune, Maharashtra like DY Patil University is distinguished and highly renowned all over India because of the excellent experiences it provides to students.

To fulfil your forever dreams, all you need to have is the passionate love for food, the ability to work hard and be creative with your creations and cuisines and DY Patil culinary arts Pune will help you accomplish it.





## **Culinary Management Career & Job in Coming Years**

The love for food and passion for pursuing this field has led to a wide range of career options and future opportunities that are available for the people. Cooking is an art as well as a science as it includes the artistic skills to create and prepare your creative food items by managing everything in the most affluent manner. You can have a shining career in this field once you graduate from a top no college and have the expertise and skills to transform your culinary passion into reality.

The promising career options in the field of culinary are mentioned below.

### **1. Personal Chef**

Your passion for food will drive you to become a chef and will motivate you to cook for yourself and for others as well. Personal chefs are mostly those people who like to cook in a private setting. However, this path does not include any mass cooking for umpteen number of individuals.

### **2. Pastry Chef**

These people are extremely versatile, and specialists in their areas as pastry chefs are someone who is responsible for making lip-smacking pastries, but at the same time, the visual appeal should be attractive and delicious to the customers. So you need to have a perfect blend of creativity and precision.

### **3. Nutritionists**

One of the most prominent career options in the world of culinary arts is to become a nutritionist as so many people are becoming conscious and aware of their physical health and want to intake a healthy diet. There comes your role as you will be their mentor in guiding them what to eat, what to avoid, checking on the quantity and quality of food, etc.

### **4. Restaurant Manager**

If you want to commence your own business, then owning a restaurant is the right option for you. Firstly, you will need a degree in culinary arts, then you can start out as an intern in a restaurant. After gaining expertise and managerial traits, you are all set to open your own restaurant. Another way is to get an MBA degree and join a restaurant as its manager.

### **5. Head Caterer**

These professionals work in organizing meals for various corporate, political and business events. They also cater their services for personal events like delivering food services to birthday parties, weddings, anniversaries, get-togethers and more. The most exciting feature about being a Head Caterer is that you will get a chance to work in different settings for different people, and thus, the monotony in work does not take place.



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Therefore with all these career opportunities, you can make a promising future for yourself as the employment options and demand of the food industry are expected to rise in the near future. Graduating from a highly established university becomes imperative to have a successful future ahead. The perfect example is DY Patil University, Pune which is regarded as the finest culinary institute in Pune.

➤ Why Choose DY Patil University SHTS To Study Culinary Management Course In NERUL NAVI MUMBAI?

Among the best culinary colleges in Pune DYPUPU retains its top position as being an excellent institution in imparting education to students. DYPUPU offers a 3-year undergraduate course of B.Sc. in Culinary Arts that enriches the students' experiences with theoretical as well as practical training and exposure so that they can have comprehensive learning in this field. DY Patil culinary arts Pune is a well-rounded At the culinary arts colleges in Pune, the course mainly focuses on training students about the food preparation, cooking and food presentation on a plate. It also involves the training of managing a kitchen, understanding of distinctive cuisines, restaurant entrepreneurship and more.

Experienced Faculty

At DYPUPU SHTS, our extremely talented and skilled faculty makes our institute shine, among others in the world. Our professors are immensely involved in mentoring and guiding students in the right path and help them in becoming professionals in their respective areas. Our faculty are highly dedicated to the development of the university as a whole. They have the practical experiences where they have been associated with the highly renowned restaurants and hotels and pass on this knowledge and experience to our students. They are here to provide excellent theoretical as well as practical knowledge to candidates and also associate them with the culture of food. DYPUPU SHTS isn't all about cooking but also about teaching the science of flavours and palate improvements.

DYPUPU, SHTS NERUL NAVI MUMBAI with a view to developing specialized professionals in distinct fields. At our culinary college in NERUL NAVI MUMBAI, we provide a detailed curriculum to students that teach them the learning aspects of the food industry along with monitored internships with leading hotels and food organizations where they gain the practical expertise of working in the food industry.



## **CAREER OPTIONS FOR BSC CULINARY STUDIES GRADUATES ATTRIBUTES**

If you're attending a culinary arts school it's natural to assume that you're training to work in a restaurant. That's a great career choice, but there are so many jobs for culinary graduates...and some of them are probably opportunities that you didn't realize were even an option.

Many culinary graduates go on to become food stylists, recipe developers or food writers. And as a working chef, there's a whole range of jobs that will put your skills to work, whether you're a personal chef or cooking on a cruise ship.

Read on to explore all the career options available once you've graduated from culinary school, or request a guide to begin planning your specific goals.

### Restaurant Careers

Working in a restaurant is the obvious choice for someone with a culinary education. There is a range of positions in a kitchen: An executive chef, at least one sous chef, several line and station chefs, cooks, prep cooks and many positions outside the kitchen, such as an expeditor.

A culinary arts degree or diploma will qualify you for any of these roles – traditionally people work their way up the ladder as they gain experience since getting used to the pace and flow in a restaurant kitchen can be a challenge. Knife chopping vegetables on cutting board. Graduates of culinary arts schools have many different career paths to choose from.

#### 1) Catering Careers

Catering is similar to a restaurant setting but is typically larger orders for special events – festivals, weddings, conferences. The kitchen brigade will be structured in the same manner as a restaurant kitchen and, again, you'll have to work your way up the ladder if you want to become an executive chef.

#### 2) Pastry Chef

If you decide to specialize in pastry arts you'll have opportunities at bakeries, some grocery stores, hotels, fine dining, and many catering companies. Hands-on experience is especially important if you want to work your way up in this profession, so expect to be working at a fairly low level for the first few years after graduation.

#### 3) Personal/Private Chef

One of the more unique jobs for culinary graduates is working as a personal or private chef. If you like the idea of working for yourself and want to have more control over your customers, this might be a good fit for you. As a personal chef, you'll work with clients directly and create dishes that are suited to their needs – whether for a young family, a busy professional, or someone who isn't able to cook for themselves. As a private chef, you'll work for one client only, be expected to travel with them, and often customize the meal planning to suit a



specific dietary need. If you like the variety and challenge of running your own small business, this is an interesting career path.

#### 4) Recipe Developer

If you enjoy experimenting in the kitchen, and you're willing to do the constant research required, working as a recipe developer can be a very rewarding career choice. Whether you're working in a commercial kitchen or in your own test kitchen, there are lots of jobs for culinary graduates in this field – creating recipes for restaurants, special catering menus, and recipe books.

#### 5) Food Writer

You can combine your culinary education with your writing skills and work as a food writer. There's a demand for writers both online – blogs, for example – and in print publications like magazines and newspapers. Your talents might be put to use writing a memoir, recipe book or commercials. Food writers often work on several projects at once for many clients and companies over the course of their careers. Food Stylist

When considering jobs for culinary graduates, food stylists are often overlooked. If you have an artistic flair, combining it with your culinary skills may be a good career choice. Food stylists are people who arrange food in beautiful ways so it can be photographed or displayed, and graduates of culinary arts programs make great food stylists. Many people in this profession work as independent contractors, and although it can take some time to gain a reputation, it can be a very rewarding job.

#### 6) Head Caterer

These professionals work in organizing meals for various corporate, political and business events. They also cater their services for personal events like delivering food services to birthday parties, weddings, anniversaries, get-togethers and more. The most exciting feature about being a Head Caterer is that you will get a chance to work

In different settings for different people, and thus, the monotony in work does not take place. If you're studying at a good culinary school you're getting skills you can use in a wide range of food-related industries, not just restaurants. And a really great school will give you a well-rounded set of skills and tools you can take with you wherever you go.

Get more information on the various culinary education plans available to you, no matter what you choose to do with your career in the future.



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## **DIPLOMA IN BAKERY AND PATISSERIE STUDIES GRADUATES ATTRIBUTES**

A diploma is one way that students can further their education. The various diplomas available include graduate, postgraduate, and advanced diplomas. They can provide additional qualifications and training for professionals or help bridge the gap between different academic stages. A diploma can be earned in a number of subjects such as business, humanities, biology, technology, and more.

This program is designed for current professionals who want to learn classic French techniques, for someone who wants to start a career working in a professional kitchen, or just for fun. Every program will vary, but the course often will cover basic, intermediate and superior baking techniques.

Most programs do not require students to have previous culinary experience. Students will learn how to prepare a wide selection of cakes that are fit to be served in tearooms, restaurants, and patisserie shops. They will also learn how to prepare contemporary French desserts and explore advanced techniques in sugar work and chocolate.

Students who pursue a pastry diploma benefit in that they get to develop creative skills and perfect their personal artistic talent. There are a number of career opportunities for those who want to become professionals in the art.

The costs involved with earning a diploma will vary from one facility to another. Cost factors include the length of the program, location of the school, and reputation of the program. Students should contact chosen schools directly to find out what to expect financially.

The education and training received often prepares graduates with the proper techniques and creative artistic talent to become a professional.

Graduates can find work all over the world in many different venues, depending on their interests and style. Career opportunities may include pastry chef, personal chef, chef instructor, food critic, food stylist, culinary journalist, or entrepreneur.

Find the right pastry course for you. Search for your program below and contact directly the admission office of the school of your choice by filling in the lead form.



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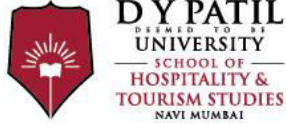
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## **CERTIFICATE IN BAKERY AND PATISSERIE STUDIES GRADUATES ATTRIBUTES**

This course is a complete bakery & patisserie programme

- 1) Wherein all aspects of baking and confectionery are taught with extensive hands on training and in-class lectures.
- 2) An ideal choice for someone who either wants to make a career in this ever growing industry or someone who is aspiring to start their own business.
- 3) Develop skills knowledge through practical
- 4) To provide the students with an experiential learning opportunity at various levels of task and responsibility.
- 5) Recognize the importance of outstanding guest service quality, server-guest relationships, and ethics.
- 6) Foreign opportunities on completion of the course.
- 7) Scope of becoming entrepreneurs in the field
- 8) The job openings for a baker range from hotels, restaurants, caterers, supermarkets, bakeries to grocery stores and baking manufacturing companies.
- 9) Aspirants may also plan to have their own business by becoming entrepreneurs in this field.



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### **CERTIFICATE IN MULTICUISINE GRADUATES ATTRIBUTES**

- 1) To develop the culinary skills amongst students and to prepare them for Catering and Hospitality Industry.
- 2) The program is designed to train students about food production operations for a five star hotel.
- 3) Students will able to understand basic cooking styles and different cuts of the vegetable, basic kitchen ethics, stock, and soup preparation.
- 4) Certificate program will help the student to perform the standard operations of food production relating to various cuisines and satisfy the guest needs.
- 5) The student will learn the use various commodities which will help them in creativity & innovation.
- 6) This program will comprehend the student to differentiate between the quality of commodities & ingredients which will help them in preparing a good quality final product.
- 7) Scope of becoming entrepreneurs in the field, Career Prospects.
- 8) There are enormous opportunities for the students in the fast growing hospitality industry upon completion of this Program
- 9) Frontline Cooks in Hotels, Restaurants and Cruise lines, Airlines, Institutions and Catering Establishments, Entrepreneurs etc.
- 10) Students can even target foreign internships & placements after gaining the appropriate skillset.



## **CERTIFICATE COURSE IN HOUSEKEEPING OPERATION GRADUATES** **ATTRIBUTES**

Certificate Course in Housekeeping is a six month practical oriented course. Housekeeping basically makes the provision of a clean, comfortable and safe environment. As the guest enters the foyer he forms an impression of the establishment from its outward appearance. Then after check-in, the guest comes in contact with the lift and staircase of the corridor to reach the allocated rooms or lounge and public areas. By this time he/she closely observes the clear lines, decor, furnishing etc. Thus the prime aim of this well-structured syllabus is to provide a unique balance between theoretical & practical input using advanced teaching aids, followed by six months industrial training providing exposure to the students.

- 1) Housekeeping Operation Introduction Meaning and definition, Importance of Housekeeping Responsibility of Housekeeping department .A career in the Housekeeping department Personal Hygiene, Sanitation & Safety
- 2) Housekeeping Department Organization framework of the Department (Large/Medium/Small Hotel) Job Description and Job Specification of Staff in the department
- 3) Attributes and Qualities of the Housekeeping staff- skills of a good Housekeeper Interdepartmental Co-ordination with more emphasis on front office and the maintenance department
- 4) Housekeeping Procedures Briefing and Debriefing Indenting from stores, Inventory of Housekeeping Items
- 5) Housekeeping control desk, Importance, Role, Co-ordination, check list, key control Handling Lost and Found. Handling of Guest queries, problem, request
- 6) General operations of control desk Role of control desk during Emergency
- 7) Hotel Guest Room Layout of guest room, Types of guest rooms
- 8) Furniture/Fixtures/Fittings/Soft Furnishings/ Accessories/ Guest Supplies/Amenities in a guest room (to be dealt in brief only)
- 9) Cleaning Science Characteristics of a good cleaning agent Types of cleaning agent
- 10) Cleaning products (Domestic and Industrial) Room cleaning and Public Area Cleaning Procedures.
- 11) Cleaning Equipment Types of Equipment Operating Principles of Equipment Storage, Upkeep, Maintenance of equipment
- 12) Care and cleaning of different surfaces Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering





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### **CERTIFICATE COURSE IN BARTENDING GRADUATES ATTRIBUTES**

In a good bartending course, there are a few popular subjects. Here is a list of them

- 1) With the increase in the pub culture, there has been a rise in job opportunities since the last couple of years. There has been a rise in the number of nightclubs, bars, resorts, hotels, and pubs and therefore employment opportunities to have risen for trained bartenders.
- 2) Bartending as a Job opportunity is now available as a full time and a part time opportunity. Those who join the industry with a few years of professional experience and are qualified and trained from good colleges have a chance of better employment.
- 3) They are also paid handsomely as they have the capability to manage the client and their respective needs. They are often tipped as well for their service.
- 4) Bartenders can choose their area in which they want to specialize and join nightclubs, pubs, restaurants, resorts, according to their interests.
- 5) Once there is enough experience, the bartender can move up to become a Bar Manager, General Manager of a Restaurant or an Assistant Manager, etc.
- 6) Basic Principles of Bartending Preparing to Bartend Art of Mixology Art of Cocktails Roles and Tasks of a Bartender Operations of the Bar
- 7) Social Skills, Bar Appearance, Customer Welcoming, and Personal Hygiene Operation Procedures Customer Service Classic Mock tail Recipes Bar Preparation Procedure Raw Materials and Products



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## **CERTIFICATE COURSE IN AIRHOSTESS/CABIN CREW GRADUATES**

### **ATTRIBUTES:**

- 1) Promotion for air cabin crew is based on experience and performance. From the role of cabin crew member, it's possible to progress to the position of purser or chief purser - which is the title given to the chief flight attendant.
- 2) Pursers have the same responsibilities as the general cabin crew but are also given the management responsibilities of a certain cabin, such as first class or business class. As purser, you'll ensure that all crew within your cabin deliver the highest level of customer service while encouraging the sale of duty-free items. Most airlines require staff to have between two to five years' experience to become a purser.
- 3) From the role of purser, you can progress to senior cabin crew. This position is known at some airlines as cabin supervisor or cabin service director. The role is very similar to that of the purser except you'll have responsibility for all cabin crew on board, not just in one particular cabin.
- 4) All cabin crew and the purser/chief purser will report to you. You'll usually be involved with training and supervising new recruits and will have to ensure all relevant paperwork is completed at the end of the flight.
- 5) Some air cabin crew may also wish to become very important person (VVIP) cabin crew. This type of work is carried out with very important private clients, usually on private aircraft.
- 6) The clients are typically prestigious and may include government officials or royal families. The highest level of service is expected and employers require at the least two years' experience of working in premium (business or first) class. Many VVIP positions are based in wealth areas of the Middle East.
- 7) Another option is to move into ground-based operations, such as cabin crew training or recruitment, passenger services or crew controller. Or, at larger airlines, you can move into other areas, including marketing, sales, HR and safety training.



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## **CERTIFICATE COURSE IN M.SC IN HOSPITALITY STUDIES GRADUATES ATTRIBUTES:**

### **Travel and tourism is a global industry and there are a wide range of opportunities available to graduates**

A masters in this industry is most likely to give you just a little advantage in some promotion opportunities & careers in academia. But this is the kind of the niche that requires more of experience than higher learning. You may find people with just diplomas being your superiors since they've got experience for months. All in all there some ways around it.

1. Learn digital marketing skills and make them have sex with your hospitality/tourism skills to create your own epic career niche (A digital marketer in travel industry)
2. You can become a graduate assistant- and continue with your PHD to become a full lecturer
3. Move to a country with less teaching manpower like Kenya and show them some new cool stuff, they will hire you immediately.(may or may not work)
4. Become an event organizer; more doors may open if you have a master's degree(very lucrative if you know what you are doing)
5. Start on a supervisory role in a 4–5 star hotel, learn fast, and get experience and move on to Management level probably at a three star hotel.
6. You can start a business as a consultant in the area you are most perfect in, as travel agent, tour operator, restaurant-er , catering services.

Career path in the Tourism and Hospitality industry is not as well and clearly defined like in other fields or industries. This makes it hard to give a clear and definite answer, but having an MSc you can create your own career path and work either in travel management combined with travel consulting for an international travel company, this requires you to have great sales skills to make it up the ladder, or you can get into the product development department or R&D with an aim of either being a director at the Travel Company or working as a policy maker. Policy making in the industry is still largely unexplored and since nearly 70% of the people in the industry have not studied tourism management, you will be in a better position and at an advantage in the policy making management. Ultimately if you are in the tourism and hospitality industry, I think you have to combine your education and where your passion lies to get through the uncharted and not so clear career path

### **Job options**

- Air cabin crew.
- Holiday representative.
- Hotel manager.
- Tour manager.
- Tourism officer.



**D Y PATIL**  
DEEMED TO BE  
UNIVERSITY  
— SCHOOL OF —  
HOSPITALITY &  
TOURISM STUDIES  
NAVI MUMBAI

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- Tourist information centre manager.
- Travel agency manager.
- Holiday representative.