

Course Objectives:

1. To understand the essentials of hospitality industry.
2. To analyze the growth and diversity in the hospitality industry
3. To analyze the role of hotels in the growth and income generation for the country
4. To understand the various categories of hotel and its operations
5. To study the regulatory laws in establishment of the hotels
6. To have the knowledge about the star categorization of hotels
7. Familiarize the departmental operations on the basis of various categorization

Course Outcomes:

- CO1:** Students to get a recognized employment in hospitality sector.
- CO2:** Able to manage and operate hospitality segments and prepare them to face the managerial tasks by giving practical exposures
- CO3:** It familiarizes the students about the renaissance and its effects on the hospitality industry
- CO4:** Able to compare the contrast between past and present scenario in tourism and hospitality industry
- CO5:** Creates an aware about the various types of hospitality units in the globe
- CO6:** Familiarizes the students about the associations and organizations for the growth of hospitality
- CO7:** Get to know the rules and regulations for the establishment of hotels

Pedagogy: Assignment, Presentations, and Seminars, Lecture-cum-discussions

UNIT - I Hotel Industry - Origin, Growth and diversification, Role of accommodation in tourism; categories and classifications of accommodation - primary accommodation and supplementary accommodation. Regulatory laws for accommodation sector. Role of HRACC, IHRA, FHRAI in hotel Industry.

UNIT- II Hotel Organization: Need for organizational charts, major departments of a hotel – Functions of Front Office, Housekeeping, Food and Beverage Service Departments, Food Production, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing, Purchase etc.

UNIT- III Room Reservations: Types of reservation, Guest Registration procedures - Hotel Tariff Plans - Types of Guest Rooms. Check-in Check-out formalities, Handling groups, VIPs, Guest Complaints etc. - Various types of Guest Services

UNIT IV House Keeping Organization - Layout, Staff Organization, brief outline of duties of staff in Housekeeping department, duties of executive Housekeeper. Hotel guest room-Layout, types, floor, pantry, furniture, fixtures and fittings, department the Housekeeping co-ordinates within the hotel.

UNIT V Food and Beverage Department- Departmental Hierarchy- F&B Manager, Assistant Manager, Supervisor, Banquet Manager, Restaurant Manager, Room Service Manager, Bar Manager, Sous Chef, Chef, Steward etc. Types of services in hotel.

UNIT- VI Evaluating hotel Performance: Methods of Measuring Hotel performance - Occupancy ratio - Average Daily rate, Average Room rate per guest - Rev PAR - Market share Index - Evaluation of hotel by Guest.

References:

1. Arthur & Gladwell, Hotel Assistant Manager (London communicate, Barril, Jenkins)
2. G. Raghubalan & Smritee Ragubalan: Hotel Housekeeping operations and Management.
3. Gray and Ligouri (2000), Hotel and Motel Management and Operations, PHI, New Delhi.
4. Jagmohan Negi (1997), Professional Hotel Management, S. Chand, New Delhi.
5. Jatashankar R Tewari (2009), Hotel front office operations and Management, Oxford publication New Delhi.
6. John Cousins David Foskett & Cailein Gillespie (2002), Food and Beverage Management, Pearson Education, England.
7. Sudheer Andrews (2009), Hotel Front Office Training Manual, Tata McGraw Hill, Bombay.

