FYUGP CURRICULUM FRAMEWORK WITH
HOSPITALITY & CATERING TECHNOLOGY AS MAJOR

SEMESTER	COURSE CODE	TYPES OF COURSE	TITLE OF COURSE	CREDITS		
				THEORY	PRACTICAL	TUTORIAL
I	HCT1221J	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: FRONT OFFICE OPERATIONS	4	2	0
II	HCT222J	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: HOUSEKEEPING OPERATIONS	4	2	0
III	HCT322J	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: FOOD AND BEVERAGE OPERATIONS	4	2	0
IV	HCT422J1	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: TECHNOLOGY IN HOSPITALITY	3	1	0
	HCT422J2	CT - 2	HOSPITALITY & CATERING TECHNOLOGY: PRINCIPLES OF CATERING MANAGEMENT	4	2	0
	HCT422J3	CT - 3	HOSPITALITY & CATERING TECHNOLOGY: HOSPITALITY MARKETING	4	2	0
V	HCT 522J1	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: SUSTAINABILITY IN HOSPITALITY	3	0	1
	HCT 522J2	CT - 2	RESTAURANT MANAGEMENT	4	0	2
	HCT 522J3	CT - 3	HOSPITALITY & CATERING TECHNOLOGY: MANAGEMENT & OB	4	0	2
VI	HCT 622J1	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: HRM IN HOSPITALITY	3	0	1
	HCT 622J2	CT - 2	HOSPITALITY & CATERING TECHNOLOGY: HOSPITALITY ENTREPRENEURSHIP	4	2	0
	HCT 622J3	CT - 3	HOSPITALITY & CATERING TECHNOLOGY: MENU PLANNING AND DESIGN	4	0	2
FYUGP WITH HONOURS						
VII	HCT 722J1	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: HOSPITALITY LAW AND ETHICS	3	0	1
	HCT722J2	CT - 2	HOSPITALITY & CATERING TECHNOLOGY: HOSPITALITY INFORMATION SYSTEMS	4	0	2
	HCT 722J3	CT - 3	HOSPITALITY & CATERING TECHNOLOGY: BEVERAGE MANAGEMENT AND BAR OPERATIONS	4	0	2
VIII	HCT 822J1	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: QUALITY ASSURANCE IN HOSPITALITY	3	1	0
	HCT 822J2	CT - 2	HOSPITALITY & CATERING TECHNOLOGY: CUSTOMER SERVICE IN HOSPITALITY	4	2	0
	HCT822J3	CT - 3	HOSPITALITY & CATERING TECHNOLOGY: EVENT MANAGEMENT	4	0	2
FYUGP HONOURS WITH RESEARCH						
VII	HCT 722J1	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: HOSPITALITY LAW AND ETHICS	3	0	1
	HCT722RJ2	CT - 2	HOSPITALITY & CATERING TECHNOLOGY: RESEARCH METHODOLOGY	4	2	0
	HCT 722RJ3	CT - 3	HOSPITALITY & CATERING TECHNOLOGY: DATA ANALYSIS USING EXCEL	4	2	0
VIII	HCT 822J1	CT - 1	HOSPITALITY & CATERING TECHNOLOGY: QUALITY ASSURANCE IN HOSPITALITY	3	1	0
	HCT822P	PROJECT	HOSPITALITY & CATERING TECHNOLOGY: RESEARCH PROJECT	0	12	0

Note for Tutorial: In the context of the syllabus provided, a tutorial should be a structured session or set of sessions aimed at educating learners about specific topics within the curriculum. These tutorials will aim to deepen students' understanding, foster critical thinking, and encourage active participation in exploring components of the syllabi. It will be to engage in dynamic discussions, debates, and problem-solving activities, encouraging the practical application of concepts. Further, it will foster reflection and feedback to promote deeper learning and application. The sessions can be supplemented with virtual learning materials and guest lectures from government, industry, NGOs, and conservationists.

HoD / CONVENOR BOUGS

BACHELORS WITH HOSPITALITY AND CATERING TECHNOLOGY AS MAJOR
SEMESTER 1ˢᵗ

HCT122J HOSPITALITY AND CATERING TECHNOLOGY: FRONT OFFICE OPERATIONS

CREDITS: THEORY = 04; PRACTICALS = 02

Course Objectives: This course is designed to familiarise the students with day to day operations of the front office department of a standard hotel It further aims to provide both theoretical knowledge and practical skill in front office operation mainly in reservations and guest registration. The course also covers the relationship of front office with the other departments of the hotel.

Learning Outcomes: This course will enable the students in understanding the fundamental operations activities of front office and its significance in acting as a nerve 'centre of the hotel.

(A) THEORY

Unit 1: Front Office

Reservation Registration Information/Concierge, Cash & Bills Travel Desk, Communication System, Guest Cycle, Guest Services, Checkout & Settlement, Night Auditing, Tariff Structure.

UNIT 2: FRONT OFFICE TECHNIQUES

Front office layout & activities, guest activities in the hotel reservation, role of reception-registration procedure, handling guest on arrival, billing & departure activities, group handling activities.

UNIT 3: FRONT OFFICE ORGANIZATION

Functional areas, front office hierarchy, duties & responsibilities of front office manager, assistant front office manager, lobby manager, night auditor. Personality traits of front office employees.

UNIT 4: RELATIONSHIP WITH OTHER DEPARTMENTS

Interdepartmental relationship with housekeeping, food & beverage service, food production, security, maintenance, stores, accounts & personnel department. Use of computers in front office.

(B) PRACTICAL

UNIT 5:

One day field visit followed by reporting & presentation of front, office department of reputed national hotel chains & local hotel brands.

UNIT 6:

One day field visit followed by reporting & presentation of front office department of reputed international hotel chains.

SUGGESTED READINGS:

1. *Jatashankar, Tiwari, R, Hotel Front Office operations and management, 2009, Oxford University press.*
2. *James A. Bqrdi, Hotel Front Office Management, 2010, Wiley publications.*
3. *Vallen & Vallen, Check-in Check-Out: Managing Hotel Operations, 9th Edition, Pearson.*
4. *Robert Woods, Professional Front Office Management, Pearson New International Edition*