

BACHELORS WITH TOURISM & TRAVEL MANAGEMENT AS MAJOR (CT – I)

6th SEMESTER

TTM622J1 TOURISM & TRAVEL MANAGEMENT _ HOSPITALITY MANAGEMENT

CREDIT: 4 (THEORY: 3; TUTORIAL: 1)

COURSE OBJECTIVES

The objective of this course is to provide students with a comprehensive understanding of the principles, practices, and intricacies of the hospitality industry. Additionally, this course aims to equip students with the ability to adapt to the dynamic nature of the hospitality sector, understand customer needs, and effectively manage hospitality operations to deliver exceptional guest experiences.

LEARNING OUTCOME

By the end of the course, students will be able to gain and apply theoretical knowledge in real-world hospitality settings. Practical competencies in areas such as food and beverage services management and accommodation management can be developed.

COURSE CONTENTS: THEORY (3 CREDITS)

UNIT 1: INTRODUCTION TO THE HOTEL INDUSTRY

Origin, Growth, & Evolution of the Hotel Industry in India; Classification of Hotels; Star Rating of Hotels, Hotel Tariff and Meal Plans, Types of Guest Rooms.

UNIT 2: HOTEL ORGANIZATION

Organisational Structure of Five Star Category Hotel; Major Departments of a Hotel and their Objectives (Front Office, Housekeeping, Food and Beverage Service, Food and Beverage Production, Engineering and Maintenance, Accounts, HR department, Security, Sales and Marketing & Purchase).

UNIT 3: FRONT OFFICE OPERATIONS

Main sections of the Front Office (Reservation, Registration, Information, Bell Desk, Concierge, Reception, Cashier and Night Auditor); The Organisational Chart of the Front Office; The Front Office and its intra-interdepartmental Relationship.

TUTORIAL (1 CREDIT)

Examine the criteria for classifications of star category hotels, approved category hotels, and houseboats. Dive into the organizational structures of any local five-star hotel, dissecting major departments such as the Front Office, Housekeeping, and Food and Beverage Service.

Note: Each student will be asked to prepare a computerized assignment and PowerPoint presentation on a specific topic from the topics covered in the tutorial section. Evaluation of assignments and presentations shall be held internally by the teacher concerned.

SUGGESTED READINGS

- *Jatashankar R Tewari, Hotel front office operations and Management, Oxford publication New Delhi.*
- *Sudheer Andrews, Hotel Front Office Training Manual, Tata McGraw Hill, Bombay.*
- *Jagmohan Negi, Professional Hotel Management, S. Chand, New Delhi*
- *S.K. Bhatnagar. Front Office Management: New Delhi. Frank Bros, and Co Publishers Ltd.*
- *Smith, J. D., & Johnson, R. S. (2020). Hospitality Management: Principles and Practice (3rd ed.). New York, NY: Pearson.*