

COURSE TITLE	INTRODUCTION TO HOSPITALITY MANAGEMENT
COURSE CODE	04AH0102
COURSE CREDITS	4

Course Outcomes: After completion of this course, student will be able to:

- 1 Identify different types of Hotels.
- 2 Understand the types of software used in hotels.
- 3 Apply problem-solving strategies to address guest issues effectively.
- 4 Evaluate different types of Hotels in terms of services and amenities.
- 5 Assess the effectiveness of Front Office functions and operational areas in optimizing hotel performance.

Pre-requisite of course:None

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	25	30	20	25	0

Contents : Unit	Topics	Contact Hours
1	Introduction of Hospitality Introduction of Hospitality Industry: Overview of the hospitality industry, its scope, and significance., Hospitality Sector in India: Understanding the hospitality sector in India, its growth, and key players., Hospitality Sector in Abroad: Exploring the hospitality sector internationally, comparisons with Indian hospitality., Hospitality and Other Sectors: Interdisciplinary connections between hospitality and other sectors like tourism, events, and more., New Trends in Hospitality: Exploring emerging trends and innovations shaping the hospitality industry.	15
2	Classification of Hotels Types of Hotels & Accommodation Sectors in the World: Overview of different types of hotels and accommodation sectors globally., Types of Clientele: Understanding the diverse clientele served by hotels and their preferences., Types of Rates & Plans in Accommodation Sectors: Exploring pricing strategies and accommodation plans offered by hotels.	15

Contents : Unit	Topics	Contact Hours
3	Departments of Hotels Front Office: Functions and responsibilities of the front office department in hotels., Housekeeping: Role of housekeeping in maintaining cleanliness and guest satisfaction., Food & Beverage Services: Operations and service standards in the food and beverage department., Food Production: Overview of food production processes and kitchen operations., Other Departments: Introduction to additional hotel departments like finance, marketing, and human resources., Organization Chart of Front Office Department: Structure and hierarchy of the front office department. Duties & Responsibilities of Front Office Staff: Roles and responsibilities of front office staff members. Functions of Front Office Department: Key functions and operations carried out by the front office team.	15
4	Reservation Reservation Terminology: Understanding common terms and concepts related to hotel reservations. Types of Rooms: Different room categories and features available for guests., Types of Rates & Plans: Varieties of pricing schemes and accommodation plans offered to guests. Property Management System: Overview of property management systems used for reservations and guest management. Types of Reservations: Various methods and channels for making hotel reservations., Guest Cycle: Stages of the guest's experience from reservation to check-out. Night Auditing: Procedures for auditing hotel operations and finances during night shifts. Understanding Guests & Problem Solving: Customer service skills for handling guest requests and resolving issues effectively.	15
Total Hours		60

Textbook :

- 1 Front Office Training Manual, Sudhir Andrews, McGraw Hill Education, 2017
- 2 Hotel Front office: Operations& Management, Jatashankar Tiwari, Oxford University Press, 2016

References:

- 1 Front Office Management In Hotel , Front Office Management In Hotel , Chakravarti B. K, CBS, 2008

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery

Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
20.00	30.00	25.00	15.00	10.00	0.00

Instructional Method:

- 1 Theory