

B. A. 5th SEMESTER
SKILL ENHANCEMENT COURSE (SEC)
(TOURISM & TRAVEL MANAGEMENT)

TTM517S: HOSPITALITY OPERATIONS

CREDITS: THEORY: 2, PRACTICAL: 2

COURSE OBJECTIVES:

The course teaches students the basics of hospitality operations and about the different department which they have to manage when they will be working with hotels.

COURSE CONTENTS (THEORY):

Unit I

Concept of Hospitality, Nature, characteristic and growth of Hospitality Industry, Concept of a Hotel, Classification of Hotels, types of rooms and different plans of a hotel.

Unit II

Departments of a hotel: concept of Front Office, Housekeeping & Food and Beverage services. Front office lay out and activities, handling guests on arrival, Billing and departure activities.

PRACTICAL:

Unit III

Learning and handling Front Office Operations, Learning and handling Housekeeping Operations, Understanding and performing the role of different personnel linked with Front Office and Housekeeping operations in a hotel.

Unit IV

Learning and handling Food and beverage Operations, Understanding and performing the role of different personnel linked with Food and beverage Operations in a hotel, understanding and designing Menu for a hotel and restaurant.

Suggested Readings:

1. R. K Malhotra, Fundamentals of Hotel Management and Operations.
2. Robert Christie Mill, Restaurant Management- Customers, Operations and Employees.
3. Professional Hotel Management: Jagmohan Negi
4. James A Bardi - Hotel Front Office Management (Wiley).
5. G. Raghubalan, Smritee Raghubalan - Hotel House Keeping (Oxford University Press)
6. Sudhir Andrews - Hotel House Keeping Training Manual (Tata Me Graw Hill)