

TA VII: HOSPITALITY MANAGEMENT

Objectives:

- To equip students to present case histories of Hotel & Restaurant. To enable them to analyze, interpret and draw conclusions on the basis of material collected/ presented through case studies and histories and manage/administer Hotels/Restaurants.

Pedagogy: Assignments, cases, Seminars, Lecture-cum-discussions.

UNIT I

Introduction to hospitality industry. Evolution of the hotels & catering industry. Birth of hotels & catering industry – its development, growth and present scenario.

UNIT II

Accommodation – types – forms – classifications of hotels.

UNIT III

Hotel Organization: different department and their functions. Licenses and certificates.

UNIT IV

Front office and Housekeeping operations: functions and management. Reception of guest – reservation – room allocations – concept of no shows – over sales – late cancellations – guest cycle – guest folio – guest complaints. House Keeping – functions and management – planning and organizing housekeeping department – guest floors – facilities – services – cleaning public area – linen room – laundry desk operation – beds – linens & uniforms – carpets & floors – ceilings – walls – furniture & fixtures – safety & security – managing inventories & controlling expenses – interior decorations.

UNIT V

Food and Beverages - functions and management – classification of food & beverage outlets – purchasing and stock management

UNIT VI

Hotel chains – study of multinational chains – style of operations – comparison of private & public sector in India – private hotel chains of India – Taj, Oberoi, ITC Etc. – Public sector – Ashok Hotels & other state Govt operated hotels.

References:

1. Andrews Sudhir, Food and Beverage Service Training Manual, 3rd edition, Tata McGraw Hill Company, New Delhi.
2. Andrews Sudhir, Hotel House Keeping Management & Operations, 2nd edition, Tata McGraw Hill Company, New Delhi.
3. Bhatia A.K, International Tourism Management, Sterling Publishers Private Ltd, New Delhi.
4. Chakravarthy, Hotels & Tourism Part I & II, Anmol Publishers New Delhi.
5. Gusain KS, Modern Management in Hotel and Catering Industry, Cyber Tech Publications, New Delhi.
6. Jagmohan Negi, Hotels classifications and grading, Kanishka Publishing House.
7. Lillicrap & Cousin John Smith Robert, Food and Beverage Service, 6th edition, Hodder & Stoughton Educational Publishers, London.
8. M. N. Ahamed, Introduction to Hospitality and Hotel Organization, Kanishka Publishing House.
9. Negi Jagmohan and Manohar Gaurav, Hospitality Management, 1st edition, Laxmi Publishers, New Delhi.
10. O'Fallon J. Michael and Rutherford G Denny, Hotel Management and Operations, 5th Edition, John Wiley and Sons publishers, New Jersey.
11. Raghubalan Smritee & Raghubalan G, Hotel Housekeeping: Operations and Management, 2nd edition, Oxford Higher Education, New Delhi.
12. Smritee Raghubalan & G. Raghubalan, Hotel Housekeeping: Operations and Management.
13. Tewari R. Jatashankar, Hotel Front Office: Operations and Management, 2nd edition, Oxford Higher Education, New Delhi.
14. Walker R John, Introduction to Hospitality Management, 6th edition, Pearson Education