

B.A. Tourism & Travel Management 5th Semester

Title of the Course: Hospitality Operations

Course Code: TTM-1807-SEC

No. of Credits: 04 + 02 (Theory- 04, Internals – 02)

Marks (Theory– 56, Internals - 30, Attendance- 04)

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:

Unit I

Nature and Characteristics of the Hospitality Industry, Relationship between the Hospitality Industry and Tourism, Concept of Hotel and its objectives, Classification of Hotels, star categorization, types of rooms and types of plan.

Unit II

Front Office Techniques- Front office lay out and activities, guest Activities in hotel reservation, Role of reception- registration procedure, handling guests on arrival, Billing and departure activities, Group Handling.

Unit III

Housekeeping Department organization, Importance of Job Description of Housekeeping Personnel, Job Description of Executive Housekeeper, Housekeeping Supervisor, Uniform/ Linen room supervisor, Night Supervisor, Room Attendant,

Unit IV

Food and beverages department organization, Food production department, Food service department, Types of restaurants, The Restaurant in a Hotel, Menu, Menu planning, Delivery of high quality services,

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 Mc Graw Hill)