

B.A. Tourism & Travel Management**Title of the Course: Hospitality and Hotel Operations Management-I****Course Code: UGTDR22S101****No. of Credits: 04 (2+2)****Max. Marks: 100 (50+50)****Course objective:**

The course aims at teaching the basic skills required in hospitality and hotel industry. The students will learn about the functions and role of different departments in a hotel organisation with specific focus on front office operations.

Learning Outcomes:

On completion of the course, the learners must possess knowledge about:

- The basics of hospitality and hotel operations,
- The functioning and role of front office department in a hotel organisation.
- Understanding different job roles and skills required in hotel front office department.

Part-I Theory**Unit 1- Introduction to Hospitality**

- 1.1 Nature and Characteristics of the Hospitality Industry, Relationship between the Hospitality Industry and Tourism,
- 1.2 Accommodation: Meaning, Types of Accommodation
- 1.3 Hotel : Concept, definitions and classification,
- 1.4 Basic Organisational Structure of a Hotel and Introduction to different departments.

Unit 2- Front Office Operations

- 2.1 Front office Department – Functions, Importance and Sections of front office,
- 2.2 Hierarchy of front office department. Front office staff duties and responsibilities,
- 2.3 Guest Cycle, Arrival and Departure Procedure, Group Handling, , Types of rooms, types of hotel meal plan and types of Room Rates, Front office Terminology
- 2.4 Coordination of Front Office with other departments, Qualities and attributes of front office personnel.

Part-II Practical/Tutorial**Unit 3 Short-Term Training**

- 3.1 Short-term training programs in front office skills by experts from industry and academia.
- 3.2 Evaluation of Training Outcomes

Unit 4-Property Visit

- 4.1 Visit to hotel properties and report submission thereof.
- 4.2 Presentation of the submitted report.

Note: Property visit report evaluation and presentation shall be held by external subject/industry expert.

Suggested Readings:

1. R. K Malhotra, Fundamentals of Hotel Management and Operations.
2. Professional Hotel Management: Jagmohan Negi
4. James A Bardi — Hotel Front Office Management (Wiley).
5. Managing Front Office Operations – Michael L Kasavanna & Richard M.Brooks
6. Front Office Operations and Management - Jatashankar R. Tiwar