

Fundamentals of Hospitality Management

Hotel & Catering Technology	Course code: HCT022I
Course: Multidisciplinary	Credit:3
Semester: 1 st , 2 nd & 3 rd	Continuous assessment: 15 Term end: 45

Course Objective: The course is designed to provide basic understanding, knowledge and perspective of hospitality industry. This course introduces and emphasizes the principles, concepts of hospitality management, classification of hotels, and the various administrative departments in hospitality industry.

Learning Outcomes: After the completion of this course, the students are expected to have clear perspective and understanding of hospitality sector and various type of firms operating in it.

Unit 1: Introduction

Hospitality and its origin, relationship between Hospitality & Tourism. Hotels their evolution & growth. Brief introduction to Hotel Core areas. Concept of Hotel & its objectives. Types of rooms & types of plans.

Unit 2: Classification of Hotels

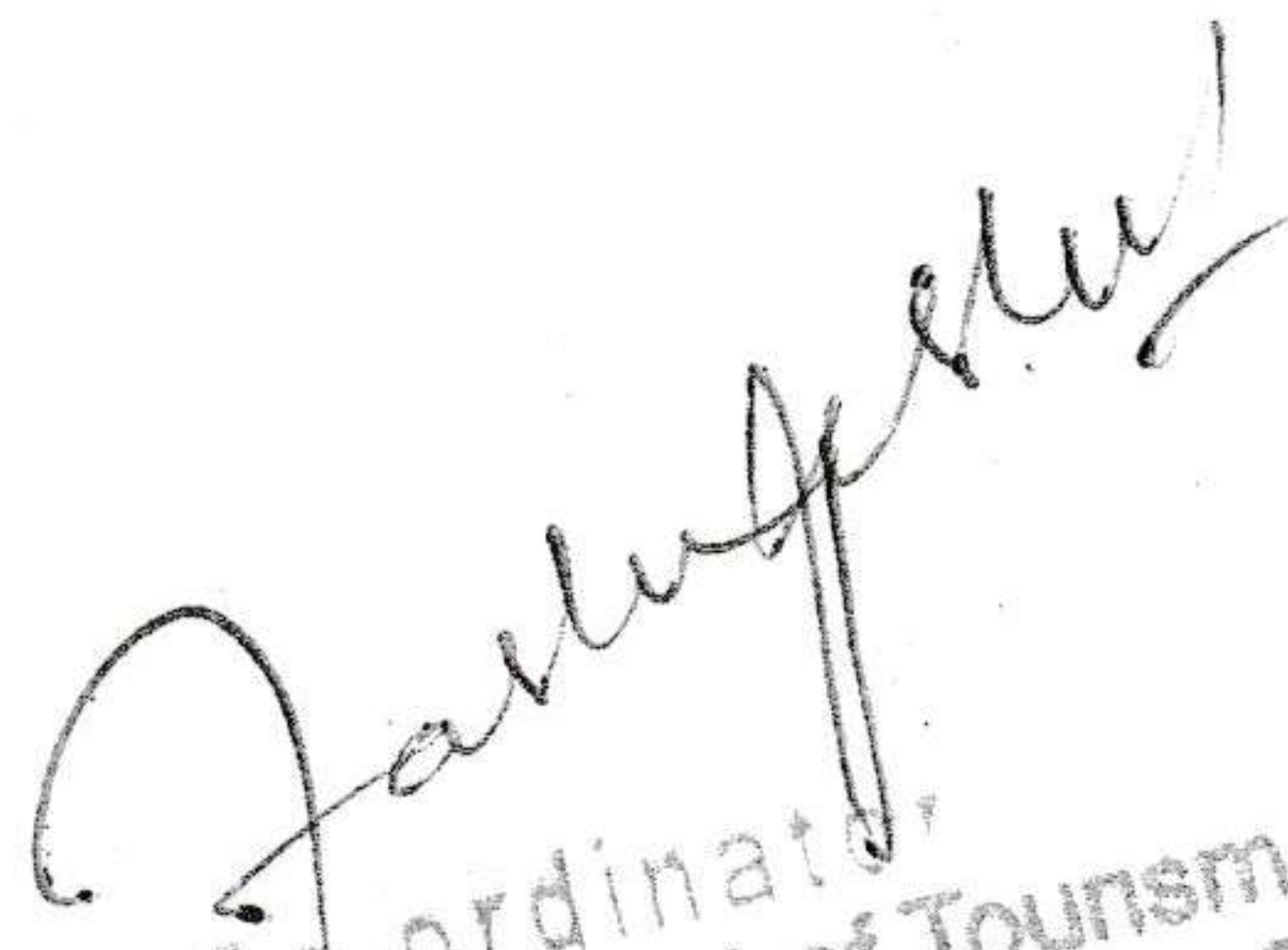
Classification based on size, star category, location & clientele, ownership, independent hotels, Management contract hotels, chain hotels, franchise/affiliated, supplementary accommodation, time share & condominium (types & classification).

Unit 3: Hospitality Sector in India in India

Study on hospitality sector in India: ITDC, JKTDC, other leading hotel chains in India – luxury, business class & budget class. Challenges & prospects of hospitality sector in the new millennium.

Suggested readings

1. Walker, J., *Introduction to Hospitality Management*, 2016, Pearson.
2. Ninemeier, Jack D. and Perdu Joe, *Discovering hospitality and tourism : The world's greatest industry*, 2008, Pearson Prentice Hall,
3. Burkart and Medlik, *Management of tourism*, 1975, The London Heinemann.
4. Chakravarti B. K., *Hotel and Hospitality management*, A.P.H. Delhi, 2011.
5. Kanchan Arohi, *Hospitality industry growth and development*, 2013, Centrum press.


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Front Office Operations

Graduation Programme in Hotel & Catering Technology	Course code: HCT122N
Course: Minor	Credit: 6 (4+2)
Semester: 1 st	Continuous assessment: 30 Term end: 60

Course Objectives: This course is designed to familiarise the students with day to day operations of the front office department of a standard hotel. It further aims to provide both theoretical knowledge and practical skill in front office operation mainly in reservations and guest registration. The course also covers the relationship of front office with the other departments of the hotel.

Learning Outcomes: This course will enable the students in understanding the fundamental operations activities of front office and its significance in acting as a nerve centre of the hotel.

(A) Theory

Unit 1: Front Office

Reservation, Registration, Information/Concierge, Cash & Bills, Travel Desk, Communication System, Guest Cycle, Guest Services, Checkout & Settlement, Night Auditing, Tariff Structure.

Unit 2: Front Office techniques

Front office layout & activities, guest activities in the hotel reservation, role of reception- registration procedure, handling guest on arrival, billing & departure activities, group handling activities.

Unit 3: Front office organization

Functional areas, front office hierarchy, duties & responsibilities of front office manager, assistant front office manager, lobby manager, night auditor. Personality traits of front office employees.

Unit 4: Relationship with other Departments

Interdepartmental relationship with housekeeping, food & beverage service, food production, security, maintenance, stores, accounts & personnel department. Use of computers in front office. (B)

Practical

Unit 5:

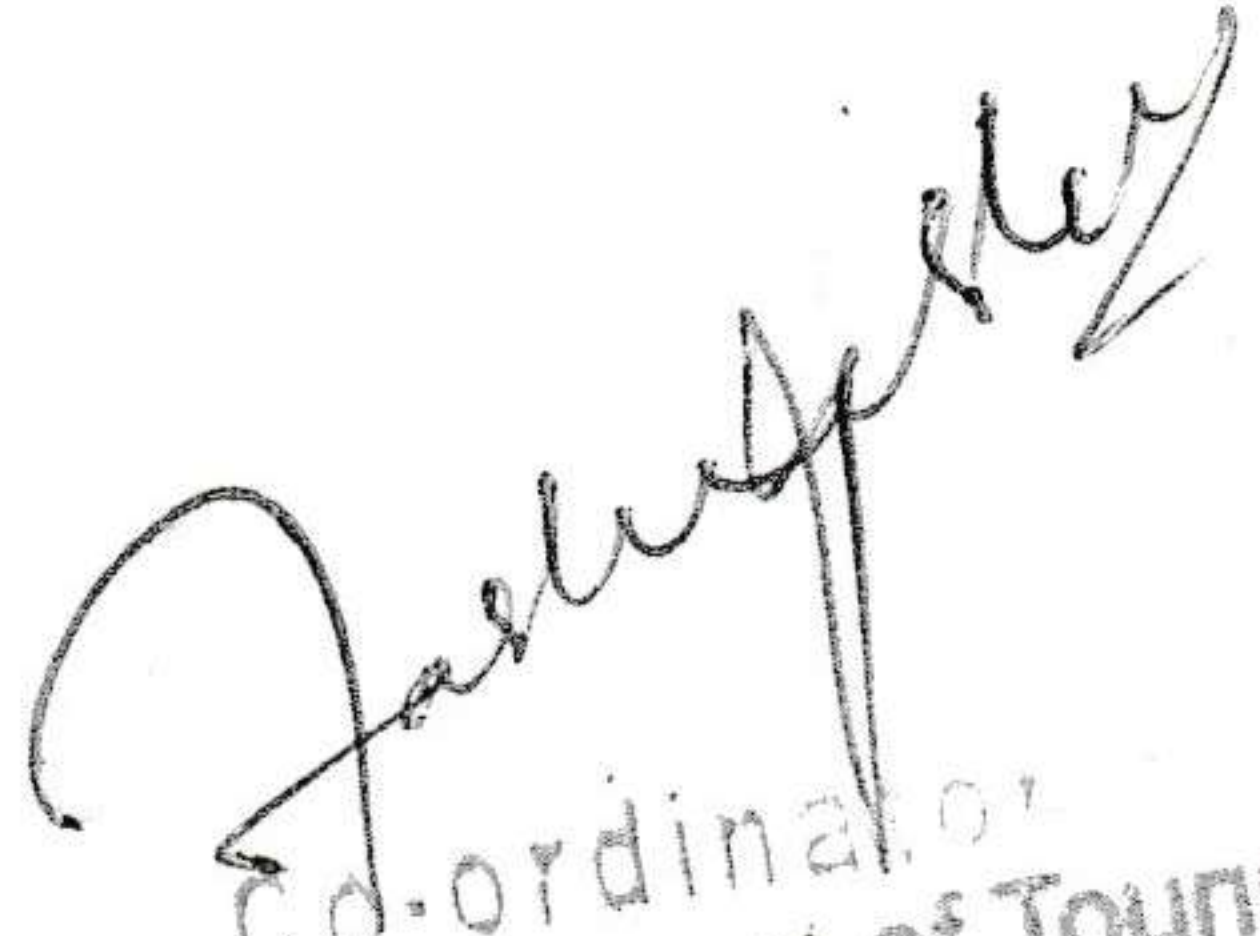
One day field visit followed by reporting & presentation of front office department of reputed national hotel chains & local hotel brands.

Unit 6:

One day field visit followed by reporting & presentation of front office department of reputed international hotel chains.

Suggested readings:

1. Jatashankar, Tiwari, R, *Hotel front office operations and management*, 2009 Oxford university press
2. James A. Bardi, *Hotel Front Office Management*, 2010 wiley publications.
3. Vallen&Vallen, *Check-in Check-Out: Managing Hotel Operations*, 9th Edition, Pearson.
4. Robert Woods, *Professional Front Office Management*, Pearson New International Edition


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Course Title: Housekeeping Operations (Minor)

Graduation Programme in Hotel & Catering Technology	Course code: HCT222N
Course: Minor	Credit:6 (4+2)
Semester: 2 nd	Continuous assessment: 30 Term end: 60

Course Outcomes: This course aims to prepare students to meet the challenges associated with the housekeeping department of a standard hotel. It will further enhance them to understand typical operations of cleaning, inventories, inventory management system and explain management functions of a house keeping department.

Learning Objectives: After the completion of this course, the students are expected to have a clear understanding and knowledge of housekeeping operations of a hotel.

(A) Theory

Unit 1: Housekeeping department organization, importance of housekeeping department, role of housekeeping in guest satisfaction & repeat business, layout of the housekeeping department.

Unit 2: Organization chart of housekeeping department- hierarchy in small, medium, large & chain hotels. Identifying housekeeping responsibilities, personality traits of housekeeping personnel, duties & responsibilities of housekeeping staff.

Unit 3: Functional areas of the housekeeping department- uniform/ linen room, flower room, laundry, tailor room, housekeeping store. Job description of functional areas of housekeeping.

Unit 4: Interdepartmental relationship with front office, food & beverage service, food production, security, maintenance, stores, accounts & personnel department. Use of computers in housekeeping.

(B) Practical

Unit 5:

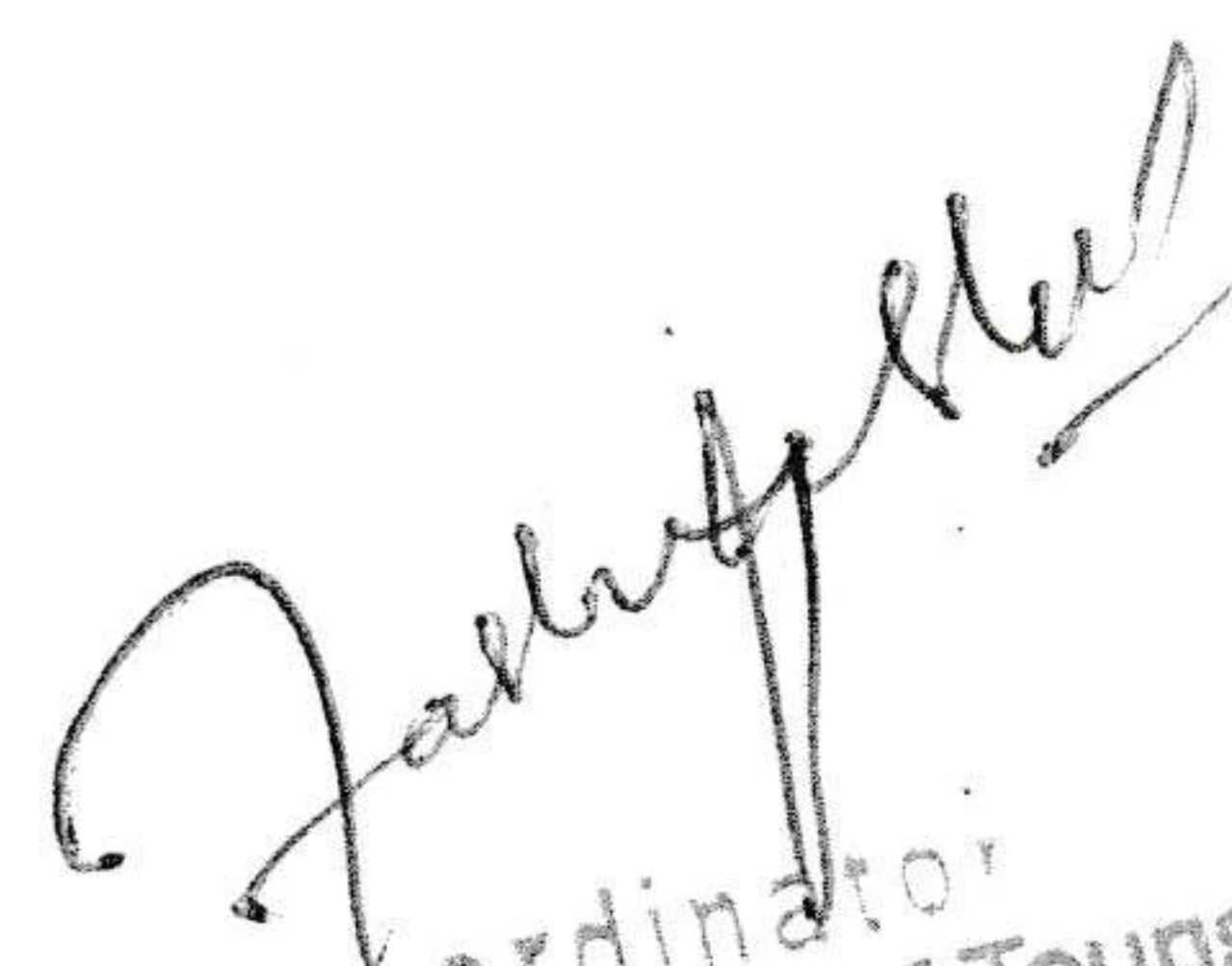
One day field trip followed by reporting & presentation of housekeeping department of reputed national hotel chains & local hotel brands.

Unit 6:

One day field visit followed by reporting & presentation of housekeeping department of reputed international hotel chains.

Suggested readings

1. Aleta A. Nitschke William D. Frye *Managing Housekeeping Operations with Answer Sheet (AHLEI)*, 3rd Edition American Hotel & Lodging Association, Central Michigan University
2. Clayton W. Barrows, Tom Powers, Dennis R. Reynolds, *Introduction to Management in the Hospitality Industry*, 10th Edition wiley publications.
3. Barbara Kanegsberg, *Handbook for Critical Cleaning: Cleaning Agents and Systems*, Second Edition, CRC press.
4. Vallen, Jerome J. Vallen, *Check in check out managing hotel operations*, Gary K. 2009, Pearson


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