

**B. A. WITH TOURISM & TRAVEL MANAGEMENT**

**3<sup>rd</sup> SEMESTER**

**CORE**

**TTM320C: TOURISM & TRAVEL MANAGEMENT: HOSPITALITY MANAGEMENT**

**CREDITS: THEORY: 4; TUTORIAL: 2**  
**MAX. MARKS: THEORY: 60; TUTORIAL: 30**  
**MIN. MARKS: THEORY: 24; TUTORIAL: 12**

**COURSE OBJECTIVES:**

*This course is prescribed to appraise students about the essentials of the hospitality industry. To aware students about the important departments of a classified hotel and to teach them various aspects related to accommodation Industry.*

**THEORY: (4 CREDITS; MAX. MARKS: 60)**

**COURSE CONTENTS:**

**UNIT I**

Hospitality: Concept and Meaning, Different forms of Accommodation, Hotel: Concept and Meaning, Classification of Hotels, Hotel Tariff Plans, Star Rating of Hotels.

**Unit: II**

Front Office: Role of Front office, Main sections of the Front Office - Front Desk, Reception, Concierge, Back office, Reservation, Role of the Front office Department in a Hotel.

**Unit: III**

Food and Beverage: Concept and meaning of Beverages and Catering, Classification of Beverages, Different types of Catering establishments, Menu- Meaning and Types, Role of the F & B Department in a Hotel.

**Unit: IV**

Housekeeping: Concept and Meaning, Functional areas of Housekeeping department; Various Guest Services of this department, Role of the Housekeeping Department in a Hotel.

**TUTORIAL (2 CREDITS; M. MARKS: 30)**

✓ Visit of students to any Hospitality enterprise and interact with the concerned officials to know about their functions. After the completion of the trip the students will prepare a report of the trip and submit it to the concerned teacher.

✓ Conduct of Group Discussion/Seminars/Presentations on any of the topics as mentioned in the theory part of the course. Students will be evaluated on the basis of their participation, documentation and performance in these activities.

**SUGGESTED READINGS:**

1. Negi, Jagmohan, *Hotels for Tourism Development*, S. Chand, New Delhi.
2. Jatashankar R Tewari, *Hotel front office operations and Management*, Oxford publication New Delhi.
3. Gray and Ligouri, *Hotel and Motel Management and Operations*, PHI, New Delhi.
4. Sudheer Andrews, *Hotel Front Office Training Manual*, Tata McGraw Hill, Bombay.
5. Negi, Jagmohan, *Professional Hotel Management*, S. Chand, New Delhi