

*GROUP 12.HOSPITALITY MANAGEMENT*

Course Code	COP1VN102				
Course Title	FOUNDATIONS OF HOSPITALITY				
Type of Course	Vocational Minor				
Semester	I				
Academic Level	100-199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites					
Course Summary	This course provides students with a comprehensive understanding of the various facets of hospitality services.				

**Course Outcomes (CO):**

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO 1	Explain the distinctive characteristics and evolution of hospitality industry	U	C	Instructor-created exams / Quiz/Seminar/ Assignments/ Discussion/ External Examination
CO 2	Demonstrate the various bases for classification of hotels in India	Ap	P	Assignment Project
CO	Describe the various	U	C	Seminar/ Assignments/

3	Meal Plans and tariff in hotels			External Examination
CO 4	Critically analyse the recent trends in hospitality industry	An	P	Examination Project
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

#### Detailed Syllabus:

Module	Unit	Content	Hours	Marks
<b>I</b>	<b>Introduction to Hospitality Industry</b>		<b>11</b>	<b>15</b>
	1	Overview and Historical Development	2	
	2	Distinctive Characteristics of Hospitality Industry	1	
	3	Domestic and International Hotel Chains & their brands (Brief Overview)-	2	
	4	Hotel organization- An overview of core areas of a hotel	2	
	5	Organization structure and Major departments of a hotel	4	
<b>II</b>	<b>Classification of Hotels</b>		<b>12</b>	<b>20</b>
	6	Classification of Hotels: Need and Importance	1	
	7	HRACC(Hotel & Restaurant Approval and Classification Committee)	1	
	8	Various Bases for Classifying Hotels	2	
	9	Star Classification of Hotels-Size- Location- Clientele- Level of Service- Length of Stay- Basis of Ownership	6	
	10	Time Share & Condominium -	1	
	11	Alternative Accommodation	1	
<b>III</b>	<b>Guest Rooms, Room Tariff and Meal Plans</b>		<b>10</b>	<b>15</b>

	12	Types of Guest Rooms and Room sizes	2	
	13	Room Tariff- Definition and factors affecting room tariff	2	
	14	Bases of Charging in hotels	2	
	15	Different types of room rates	1	
	16	Methods for Pricing Room Rate	2	
	17	Meal Plans	1	
<b>IV</b>	<b>Recent Trends in Hospitality industry</b>		<b>12</b>	<b>20</b>
	18	Renewable Energy	1	
	19	Sustainability	1	
	20	Health & Well-being	2	
	21	Safety & Hygiene	2	

	22	Digitalized Guest Experiences (Mobile Check in- Contactless Payment- Voice Control- Biometrics)	4	
	23	Hyper Personalization	2	
<b>V</b>	Practicum: It is recommended to conduct the practical exercises.		<b>30</b>	
	1	Recommended to implement the following: Conduct a field visit to five-star hotel nearby college and understand the functions of various departments and prepare a brief report about it.		
	2	Practical assignments		
	3	Develop scenarios that require students to handle various guest service situations.		
	4	Organize practical sessions in a simulated restaurant setting		
	5	Arrange visits to hotels, resorts, or other hospitality establishments. Provide opportunities for students to observe operational practices, interact with professionals, and ask questions		
	6	Conduct guest feedback analysis. Analyze real guest reviews and discuss strategies for addressing positive and negative comments.		

References:

1. Raghubalan, G. & Raghubalan, S.: Hotel Housekeeping operations and Management. 2. Introduction to Hospitality Management, John Walker, Pearson, Noida, 2011.
3. Discovering Hospitality and Tourism, Jack D. Ninemeier & Joe Perdue, Pearson, Noida, 2011

<b>CO</b>	<b>PO 1</b>	<b>PO 2</b>	<b>PO 3</b>	<b>PO 4</b>	<b>PO 5</b>	<b>PO 6</b>	<b>PO 7</b>	<b>PSO 1</b>	<b>PSO 2</b>	<b>PSO 3</b>	<b>PSO 4</b>	<b>PSO 5</b>	<b>PSO 6</b>	<b>Blooms Level</b>
CO 1	3	1	1	1	1	2	2	3	1	1	2	1	1	Understand
CO 2	2	3	1	2	2	1	1	2	3	1	1	1	2	Apply
CO 3	2	3	1	2	2	1	1	2	2	1	3	1	2	Understand
CO 4	2	2	1	3	3	2	2	2	1	1	1	1	3	Apply