

GROUP 12.HOSPITALITY MANAGEMENT

Course Code	COM1VN102				
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
CO1	Explain the distinctive characteristics and evolution of hospitality industry	U	C	Instructor-created exams / Quiz/Seminar/ Assignments/ Discussion/ External Examination
CO2	Demonstrate the various bases for classification of hotels in India	Ap	P	Assignment Project
CO3	Describe the various Meal Plans and tariff in hotels	U	C	Seminar/ Assignments/ External Examination
CO4	Critically analyse the recent trends in hospitality industry	An	P	Examination , Project
CO5	Apply practical knowledge to handle real-life guest service situations by developing and responding to hospitality scenarios.	Ap	P	Assignment 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	Hrs
I	Introduction to Hospitality Industry		11
	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
II	Classification of Hotels		12
	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
III	Guest Rooms, Room Tariff and Meal Plans		10
	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
IV	Recent Trends in Hospitality industry		12
	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
V	Open Ended Module for Practical Exercises, Practical Applications, Case Study and Course Project		30

	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

Mapping of Cos with POs and PSOs

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	Blooms Level
CO1	1	2	1	1	1	2	1							
CO2	1	2	1	1	1	2	1							
CO3	1	2	1	1	1	2	1							
CO4	1	1	1	1	1	2	1							
CO5	3	2	3	2	2	3	3							