

Fundamentals of Hospitality Industry

THS-501**Paper: 01****CH: 3****LH: 48**

Course Objectives

The course is designed to prepare students to understand the overview of hospitality industry. This course aims to familiarize the students with basic knowledge of hospitality industry, its sectors where accommodation and catering industries established. The student also be able to be familiarize with the different aspects of hospitality management establishments and their functions.

Course Contents

Unit : I Introduction to Hospitality Industry (LH 8)

Meaning, Definition and Nature of Hospitality, Features of Hospitality Services, Growth of Hospitality Industry, Hospitality Pioneers.

Unit : II Introduction to Hotel and Catering Industry (LH 8)

Meaning and Definition of Hotel and Catering, Evolution and Growth of Hotel and Catering Industry in the World, Types of Hotel and Catering Industry, Changing Trends of Hotel and Catering Industry.

Unit : III Hospitality Organisations (LH 8)

Introduction, Organisation Structure of Hospitality Industry, Sectors of Hospitality Industry, Hotels and Similar Establishment, Food and Beverage Outlets, Agencies, Transportation, Gift Shops, and Others.

Unit : IV Hotel Organisation (LH 6)

Introduction of Hotel Organisation, Types of Hotel Organisation- Large, Medium, and Small hotel, Departmentalisation, Hierarchy of Hotel Organisation, Relationship among Hotel Departments.

Unit : V Gaming and Casino Hotels (LH 5)

History of Gaming, Organisation and Management of Casino.

Unit : VI Exploring Hospitality Careers (LH 5)

Globalisation and Hospitality Industry, Hospitality Today, Hospitality Industry Network, Prospects of Career Development in Hospitality Industry, Career Options- Looking for a Job.

Unit : VII Understanding the Guests Behaviour (LH 8)

Meaning and Concept of Guests Behaviour, Western and Eastern Guests, Accommodation Preference, Dining Preference.

Prescribed Books

- Angelo R. M, and Vladimir A. N. (1998), *Hospitality Today, An Introduction*, USA: American Hotel & Lodge Association.
- Tewari, r. J. (2012), *Hotel Front Office Operations & Management*, New Delhi: Oxford University Press.
- Fitz Gerald, H. (1998) , *Cross-cultural Communication for the Tourism and Hospitality Industry*, Australia: Hospitality Press.