

SEMESTER I

SEVA MANDAL EDUCATION SOCIETY'S
DR. BHANUBEN MAHENDRA NANAVATI COLLEGE OF HOME SCIENCE
(AUTONOMY)

NAAC Re-Accredited 'A+' Grade with CGPA 3.69/4

UGC Status: College with Potential for Excellence

Best College (2016-17) adjudged by S.N.D.T. Women's University

**Department of Resource Management (HOSPITALITY
MANAGEMENT)**

F Y B. Sc. COURSE

SEMESTER I

HOSPITALITY & TOURISM MANAGEMENT (THEORY)

Objectives:

- To get an overview of Hospitality Industry.
- To understand the functions of various departments of hospitality industry.
- To acquaint students with the concepts of Tourism. 🏠 To know various types and forms of tourism.

Code No.	Course	TC	Th C	Pr C	Int	Ext	Total
	HOSPITALITY & TOURISM MANAGEMENT (Theory)	4	2	2	50	50	100

MODULE 1: INTRODUCTION TO HOSPITALITY MANAGEMENT

Module	Objectives	Content	Evaluation Pattern
1	To understand the structure, nature and operating characteristics of the different sectors of the hospitality industry: food service and lodging.	1.1 INTRODUCTION TO HOSPITALITY INDUSTRY <ul style="list-style-type: none"> • Origin & Nature of Hospitality Industry • History & Development of Hotel Industry • Scope of hospitality industry • Classification of Hotel • Hotel Departments • Organization structure of Front office & Housekeeping department • Layout of the departments • Coordination with other departments. 	Do a survey to find the names & address of 5 different types of hotels (small, medium & large and based on other classification criteria) (5 Marks)
		1.2 INTRODUCTION TO FOOD SERVICE INDUSTRY <ul style="list-style-type: none"> • Types of food service operations (sectors) • F&B service methods • Organization of F&B department • F&B service areas & equipment 	Do a survey to find the names and address of 5 different types of restaurants (In situ, Multi-cuisine, Fast Food, resto bars, Lounges Coffee shops, Pubs/bars) & type of food (like specialty restaurants) (10 Marks).

MODULE 2: INTRODUCTION TO TOURISM

Module	Objectives	Content	Evaluation Pattern
--------	------------	---------	--------------------

2	To understand the concept and types of travel and tourism.	<p>2.1 INTRODUCTION TO TOURISM</p> <ul style="list-style-type: none"> • Introduction, Definitions, Concepts (Visitors, Excursionist, Tourist, Traveller, Transit Tourist, Recreation and Leisure) and types of Tourism (Inbound and outbound tourism, domestic) <p>2.2 HISTORY OF TOURISM:</p> <ul style="list-style-type: none"> • Pre, Post and Modern India • Role of MOT & Incredible India (show only the website) <p>TOURISM MOTIVATORS</p> <ul style="list-style-type: none"> • Physical & Leisure • Cultural • Interpersonal & Curiosity • Status & Prestige • Health & Relaxation of mind • Business & MICE <p>2.3 6 A's of TOURISM:</p> <ul style="list-style-type: none"> • Accessibility • Attraction • Accommodation • Amenities • Activities • Affordability 	<p>Make a scrap book on types and forms of tourism. Five examples each both domestic and international destinations. (10 Marks)</p>
---	--	---	--

Outcome

After completion of the course students will be expected to be able to:

1. **Explain the relation** of lodging and food service operations to the travel and tourism industry.
2. **Demonstrate knowledge** of the history of the lodging, food service and tourism industry.
3. **Endorse** the general classifications of hotels and describe the most distinctive features of each.
4. **Describe the seven common divisions or functional areas of the hotel organization** (Rooms, Food and Beverage, Engineering and Maintenance, Marketing and Sales, Accounting, Human Resources, and Security).
5. **List** departments found in each hotel division.

6. **Outline and explain** the main classifications of food service.
7. **Describe** the organization, structure and functional areas in commercial and institutional food service and accommodation operation.
8. **Understand and Define the concepts of tourism.**
9. **Describe different types, forms and motivators of tourism.**
10. **Explain** the importance of 6 A's in tourism.

REFERENCES:

- B. K. Chakraborty, (2012): "Front Office Management in Hotel". [CBS Publishers & Distributors Pvt. Ltd.](#)
- Bhatia, A.K., - International Tourism
- G. Raghubalan and Smritee Raghubalan, (2015): "Hotel Housekeeping Operations and Management". Mittal Books.
- James Bardi, (2012): "Hotel Front Office Management". [CBS Publishers & Distributors Pvt. Ltd.](#) ■ Kappa, M., Nitschke, A. and Schappert P. (1997): "Housekeeping Management". Educational Institute American Hotel and Lodging Association, Michigan, USA.
- Sharma, K. (2014). Introduction to Tourism Management, McGraw Hill Education. New Delhi.
- Singh, Malini and George, Jaya (2008): "Housekeeping: Operations, Design and Management". Jaico Publishing House, New Delhi.
- Sudhir Andrews, (2017): "Front Office Operations and Management". Tata McGraw Hill Publishing Company Ltd, West Patel Nagar, New Delhi. ■ Sudhir Andrews, (2017): "Hotel Housekeeping: A Training Manual". Tata McGraw Hill Publishing Company Ltd, West Patel Nagar, New Delhi.
- Swan, Sampad Kumar, and Mishra, Jitendra Mohan (2013). Tourism Principles and Practices, Oxford Higher Education
- S.K.Bhatnagar " , Front Office Management". Frank Bros & Co. (Publishers) LTD

SEVA MANDAL EDUCATION SOCIETY'S
DR. BHANUBEN MAHENDRA NANAVATI COLLEGE OF HOME SCIENCE
(AUTONOMY)

NAAC Re-Accredited 'A+' Grade with CGPA 3.69/4

UGC Status: College with Potential for Excellence

Best College (2016-17) adjudged by S.N.D.T. Women's University

**Department of Resource Management (HOSPITALITY
MANAGEMENT) F Y B. Sc. COURSE**

SEMESTER I

**HOSPITALITY & TOURISM MANAGEMENT
(PRACTICAL)**


Objectives:

- To get an overview of Hospitality Industry.
- To understand the functions of various departments of hospitality industry.
- To locate districts of Maharashtra state, states of India, Continents, Oceans and Sea.

Code No.	Course	TC	Th C	Pr C	Int	Ext	Total
	HOSPITALITY & TOURISM MANAGEMENT (Practical)	4	2	2	50	50	100

MODULE 3: INTRODUCTION TO HOSPITALITY MANAGEMENT

Module	Objectives	Content	Evaluation Pattern
--------	------------	---------	--------------------

3	<ul style="list-style-type: none"> To understand the structure & nature of different sectors of the hospitality industry. To identify different types and styles of flower arrangement and cleaning equipment To identify different equipment used for cleaning, F & B services and cooking To learn theme based different styles & types 	<p>3.1 INTRODUCTION TO FRONT OFFICE OPERATIONS AND ACCOMMODATIONS</p> <ul style="list-style-type: none"> History of Hotel Industry & its Development Classification of Hotels Organization and types of Rooms Division (Front office & Housekeeping department) Types of Rooms <p>3.2 INTRODUCTION TO HOUSEKEEPING FACILITY MANAGEMENT</p> <ul style="list-style-type: none"> Introduction to Housekeeping department Equipment used for cleaning Types of Flower Arrangement Safety and Security in a hotel 	<p>Continuous assessment in journal (10 marks)</p> <p>Practical: Any one of the following (5 marks)  Napkin folding</p>
	<p>of flower arrangement & about the safety and security in a hotel.</p> <ul style="list-style-type: none"> To differentiate between different types of food service. To learn and be able to identify different culinary terms, equipment and commodities. 	<p>3.3 INTRODUCTION TO FOOD BEVERAGES & SERVICES</p> <ul style="list-style-type: none"> Types of Services (French, English, American, Russian etc.) Equipment used in Food & Beverages Services Napkin Folding <p>3.4 INTRODUCTION TO FOOD PRODUCTION</p> <ul style="list-style-type: none"> Glossary and Culinary terms Equipment and Commodities used in the kitchen 	<ul style="list-style-type: none"> Different types of table arrangements Identification of equipment

MODULE 4: INTRODUCTION TO TOURISM

Module	Objectives	Content	Evaluation Pattern
--------	------------	---------	--------------------

4	To familiarize with different geographical locations.	4.1 MAP READING <ul style="list-style-type: none"> • State of Maharashtra • 29 states of India • World Map 	Reading and marking of maps. (10 Marks)
---	---	--	---

REFERENCES:

- B. K. Chakraborty, (2012): “Front Office Management in Hotel”. [CBS Publishers & Distributors Pvt. Ltd.](#)
- G. Raghubalan and Smritee Raghubalan, (2015): “Hotel Housekeeping Operations and Management”. Mittal Books.
- James Bardi, (2012): “Hotel Front Office Management”. [CBS Publishers & Distributors Pvt. Ltd.](#) ■ Kappa, M., Nitschke, A. and Schappert P. (1997): “Housekeeping Management”. Educational Institute American Hotel and Lodging Association, Michigan, USA.
- Singh, Malini and George, Jaya (2008): “Housekeeping: Operations, Design and Management”. Jaico Publishing House, New Delhi.
- Sudhir Andrews, (2017): “Front Office Operations and Management”. Tata McGraw Hill Publishing Company Ltd, West Patel Nagar, New Delhi.
- Sudhir Andrews, (2017): “Hotel Housekeeping: A Training Manual”. Tata McGraw Hill Publishing Company Ltd, West Patel Nagar, New Delhi.
- Oxford Atlas.