



MTM College of Arts, Science and Commerce, Veliyancode
Department of Commerce and Management Studies
Certificate Course
Hospitality Management

Total hours: 30 hours

Course evaluation: Written Exam-50 marks & internal exam - 20 marks

Course Code; MTMCM13

Course Description

The Hospitality Management program is designed in accordance with what the hospitality industry demands. This program with an innovative curriculum will offer training in skills relevant for a broader range of hospitality services with greater academic flexibility for students.

Hospitality sector includes - Hotels & Resorts, Travel & tourism, Retail industry, Events Industry, Real Estate, Industrial catering etc.

Course Learning Outcomes

- Develop leadership and management skills through group cooperation
- Describe the roles and functions of a leader in the hospitality industry
- Describe the roles and functions of a manager in the hospitality industry
- Understand the importance of the continuous improvement process
- Understand the importance of goal-setting and team-building
- Understand the importance of conflict management skills
- Understand the need for career planning
- Apply production forecasting techniques and procedures
- Describe physical and perpetual inventory systems
- Evaluate food and beverage operations control processes
- Recognize the importance of outstanding guest service quality, server-guest relationships, and ethics
- Improve ability to exercise judgment and critically analyze problems
- Apply and improve written, oral, and non-verbal communication skills
- To provide the student with a "real life" experience in the hospitality industry.

- To provide the students with an experiential learning opportunity at various levels of responsibility

Syllabus

Module I

10 Hours

Definitions: Hospitality and Hotel. - Link between Hospitality and Travel and Tourism industry:

Travelers at rest, Home away from Home - Hospitality culture, Expectations of the guest, Security department - Responsibilities - Security systems in a hotel. Roles and Functions of Marketing department, HR department, Engineering and maintenance department, Accounting Department.

Module II

6 Hours

Classification & Categorization of Hotels - Hotel Ownership. A brief account of Commercial Hotels, Residential Hotels, Resort Hotels, Airport hotels, Bed & Breakfast Hotels, Convention hotels, Casino Hotels, Motels. Emerging trends in Accommodation - Time-share, Condominium, Home Stays, Tree Huts, Houseboats, Capsule hotel. Major Hotel chains in India. - FHRAI

Module III

4 hours

Brief Account of Hotel Operations: Front office and back office areas, Public and Private areas - Organizational structure and Functions - Major Departments - Types of hotel rooms - Use of IT in Hotel industry

Module IV

10 Hours

Front Office Management: Organizational structure and Functions House Keeping: Organizational structure - important housekeeping activities in hotels - coordination with other departments - advantages of good housekeeping and problems of poor housekeeping. Food and Beverage Operations: Organizational structure and Functions - Food Production and Service. Restaurants: Types of Menu, Types of Service.

Reference:

1. John R Walker - Introduction to Hospitality Management - Pearson Education India
2. Mohammed Zulfiker - Introduction to Tourism and Hotel Industry ,UBS Pub, New Delhi
3. Dennis . L. Foster - VIP and Introduction to Hospitality ,Mc Graw Hill, New Delhi
4. M. L. Ksavana and R. M. Brooks - Front Office procedures Educational Institute. A.H.M.A
5. Sudhir Andrews -Hotel front Office Management. Mc.Graw Hill, New Delhi
6. Puspinder. S. Gill - Dynamics of Tourism -Vol.4 -Tourism and Hotel Management, Anmol P

7. Jag Mohan Negi - Hotels for Tourism Development ,Metropolitan Pub, NewDelhi
8. RK Malhotra - Fundamentals of Hotel Management and Operations ,Anmol Pub,
New
Delhi
9. S Medlik & H Ingram: The business of Hotels - Butterworth Heinemann, New
Delhi