

BTTMN-402

Hospitality Services

Programme: Bachelor of Tourism and Travel Management (BTTM-23)**Year / Semester:** 4th Semester

Objective: The course has been specially designed to provide an overview of the various essential perspectives of hotels, so that the incumbents are better prepared to perceive and subsequently practice the dynamic operational and managerial functions of this sector, professionally.

Block-1 Hospitality: Meaning, Nature and Typologies	
Unit-1	Hospitality: Origin and Evolution in International Context
Unit-2	Age-old Institution of Hospitality with the Spirit of 'Atithi Devo Bhav'in India and its present Status
Unit-3	Typology of Commercial Accommodation
Unit-4	Origin and growth of Accommodation industry with Special Reference to India
Block-2 Divisions and Functions of Accredited and Approved Hotel Properties	
Unit-5	Front Office
Unit-6	Food Production
Unit-7	F & B Service
Unit-8	House Keeping
Unit-9	Back Office and Other Ancillary Departments
Block-3 Type and Forms of Hotels	
Unit-10	Classification of Hotel on Basis of Location, Size, Clientele and Range of Service etc
Unit-11	Star Classification–Criteria and Procedure Adopted in India
Unit-12	Resort Properties, Heritage Hotels and Ecotels – Concept and Emerging Dimensions
Block-4 Institutional, Promotional and Regulatory Aspects	
Unit-13	Manpower Requirement in Hotel Sector vis a vis Existing HRD Structure in India
Unit-14	Role and Contribution of I.T.D.C. and State Tourism Corporations in Development of Hotel Sector in India

Unit-15	Multinational Hotel Chains and their Impact on Indian Hospitality Business.
Unit-16	Fiscal and Non-Fiscal Incentives Available for Hospitality Sector in the Country
Unit-17	International Regulations and, Prevailing Ethical, Legal and Regulatory Framework in India
	Block-5 Case Studies of Hotels
Unit-18	The Taj, Mumbai
Unit-19	Leela Resort Beach, Goa
Unit-20	The Cecil, Shimla