

DTS-105
Hospitality Services

Programme Name and Code: Diploma in Tourism Studies (DTS-24)

Course Name and Code: Hospitality Services (DTS-105)

Semester: 2nd

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

Credits-6

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 the 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 based on Location, Size and Clientele 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 ITDC and State Tourism Corporations in the 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 the 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

Suggested Readings:

- Tewari, J. R. (2009). Hotel front office operations and management. Oxford University Press.
- Gray, W. S., & Ligouri, S. (2000). Hotel and motel management and operations. PHI Learning.
- Andrews, S. (1982). Hotel front office training manual. Tata McGraw-Hill.
- Cousins, J., Foskett, D., & Gillespie, C. (2011). Food and beverage management. Pearson Education.
- Negi, J. (2008). Professional hotel management. S. Chand Publishing.
- Raghubalan, G., & Raghubalan, S. (2009). Hotel housekeeping operations and management. Oxford University Press.