

HOSPITALITY MANAGEMENT – THEORY

Credit: 2 | Hours: 30 | Marks: 100

Sl. No.	Item	Details
1	Course Title	Hospitality Management (Theory)
2	Course Type	Core Theory
3	Objectives	• To provide an overview of the hospitality industry and its evolution. • To understand various departments, functions, and customer service standards. • To analyze current trends and career opportunities in hospitality.
4	Course Learning Outcomes (CLOs)	After completing the course, students will be able to: • Explain the scope and nature of the hospitality industry. • Identify operational departments and their roles. • Describe service standards and guest satisfaction practices. • Understand ethical and sustainable hospitality practices.
5	Credit Value	2 Credits (Theory)
6	Total Marks	100 Marks
7	Total Contact Hours	30 Hours

Part A – Theory (Unit-wise Breakdown)

Unit No.	Topic	Details / Description	Hours
I	Introduction to Hospitality Industry	Definition, history, scope and components of hospitality (lodging, F&B, travel, recreation, events)	6
II	Classification of Hospitality Establishments	Hotels, resorts, clubs, motels, cruise, home stays – differences and characteristics	6
III	Functional Departments in a Hotel	Overview of Front Office, Housekeeping, F&B Production & Service, Sales & Marketing, HR, Accounts	6
IV	Guest Cycle & Customer Satisfaction	Stages of guest interaction, service quality, personalization, loyalty and complaint handling	6
V	Trends and Careers in Hospitality	Sustainability, technology integration, global tourism trends, roles and skills for future hospitality jobs	6
	Total		30


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HOSPITALITY MANAGEMENT – PRACTICAL

Credit: 1 | Hours: 15 | Marks: 100

Sl. No.	Item	Details
1	Course Title	Hospitality Management (Practical)
2	Course Type	Core Practical
3	Objectives	- To simulate real-time hospitality service interactions - To develop team coordination and customer service etiquette - To expose students to operational challenges and practical solutions
4	Course Learning Outcomes (CLOs)	After completing the practical component, students will be able to: - Demonstrate grooming, guest interaction, and service behavior - Participate in role-plays and simulated operations. - Exhibit basic supervisory and team leadership skills
5	Credit Value	1 Credit (Practical)
6	Total Marks	100 Marks
7	Total Practical Hours	15 Hours

Part B – Practical (Unit-wise Breakdown)

Unit No.	Topic	Details / Description	Hours
I	Grooming & Professional Etiquette	Grooming standards, posture, uniform checklist, basic hospitality communication and courtesy phrases	3
II	Property Types – Visual Exploration	Show videos or virtual tours of hotels, resorts, cruise lines, eco-lodges, etc. and discuss unique features	3
III	Departmental Role Play	Mock team roles in FO, HK, F&B, Marketing, basic task simulation and interdepartmental coordination	3
IV	Service Excellence Simulation	Group activity on complaint handling, guest request response, dealing with VIP/elderly/international guests	3
V	Project/Case Study	Group project on a successful hospitality brand or event and how it handles service excellence	3
	Total		15


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Part C-Learning Resources
Text Books, Reference Books, Other resources

Text Books:

1. **Oberoi, R.K.** – *Essentials of Tourism and Hospitality*
2. **Walker, John R.** – *Introduction to Hospitality Management*, Pearson Education
3. **Andrews, Sudhir** – *Hotel Front Office Training Manual*, Tata McGraw Hill

Reference Books:

1. **Jones, Peter & Lockwood, Andrew** – *The Management of Hotel Operations*, Cengage
2. **Barrows, Clayton W. & Powers, Tom** – *Introduction to Management in the Hospitality Industry*, Wiley
3. **Raghubalan, G. & Smritee Raghubalan** – *Hotel Housekeeping Operations and Management*, Oxford University Press

Other Learning Resources:

- Virtual Tours of major hotel chains (Taj, Marriott, Hyatt) through YouTube and brand websites
- AHLEI (American Hotel & Lodging Educational Institute) modules and certification resources
- NCHMCT digital library and SWAYAM MOOC content
- Case studies on leading hospitality brands from business magazines like Forbes, HVS, Hotelier India


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