

OPEN COURSE: BH 1551 : HOSPITALITY MANAGEMENT (OPEN COURSE)

No. of instructional hours per week : 4 hours theory

No. of credits : 2

I. Introduction to the Hospitality Industry

History and growth of Hotel industry; Definition – Hospitality and Hotels; Classification of Hotels based on Size, Clientele, Location, Ownership and standard classification; Types of Guest Rooms, Type of Room Rates, meal plans

II. F & B Service

Overview of the department and F&B outlets; Hierarchy chart, duties and responsibilities of F&B Manager, Captain and steward; Types of Menu – Al a carte, Table d'hote and cyclic menu

III. Housekeeping

Overview of the department; Hierarchy chart, duties and responsibilities of Ex. Housekeeper, Room maid

IV. Front Office

Overview of the department; Hierarchy chart, duties and responsibilities of Front office Manager, GRE and Front Office Executive

V. Food Production

Overview of the department; Hierarchy chart, duties and responsibilities of Exe Chef, CDP and Commis

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
- Effective Front Office Operation, Michael Kasavana, CBI-VNR
- A Manual of Hotel Reception, J.R.S.Beavis&S.Medlik, Heinemann Professional
- Accommodation Operation – Front Office, Colin Dix, Pitman
- Food & Beverage Service- Dennis Lillicrap, Book Power