

TRAVEL AND TOURISM

CLASS XII

INTRODUCTION TO HOSPITALITY MANAGEMENT (756)

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THEORY

Time: 3 Hours

Marks: 60

Unit-1: Introduction to Hospitality Management

7

- Meaning, concept, origin and development of hospitality industry. Importance of customer care in hospitality & Eco friendly practices in hospitality.
- Concept of Ecotels. Famous hotel chains in India and worldwide. Role of hospitality industry in tourism.

Unit-2: Organisational Structure of Hotel

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- The important functional departments of the hotel, their functions, Organizational chart of hotels (Large, Medium, Small) Facilities provided in hotels.

Unit-3: Classification of Hotel

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- Room Types & Tariffs - Types of rooms, Food/Meal plans, Types of room rates. (Rack, FIT, crew, group, corporate, weekend etc.), Classification of hotels (based on various categories like size, location, clientele, length of stay, facilities, ownership) Registration and gradation of hotels.

Unit-4: Distribution Channel

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- Meaning and definition of hospitality distribution channels, functions and levels of distribution channels, basics of major hospitality distribution channels-travel agents, tour operators, consortia and reservation system.

Unit-5: Introduction to Front Office Division

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- Front Office department and its functions, Sections and layout of Front Office, Organizational chart of front office department (small, medium and large hotels), Duties and responsibilities of various staff, The guest cycle, Property management systems, Attributes of front office personnel, Co-ordination of front office with other departments of the hotel. The organization structure of rooms division.

Unit-6: Front Office Services

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- Equipments used (Manual and Automated), Role of Front Office- Key control and key handling procedures, Mail and message handling, Paging and luggage handling, Rules of the house (for guest and staff), Black list, Bell Desk and Concierge

Unit-7: Front Office Communication and other Attributes

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- Communication Fundamentals- Telephone etiquettes, Important terminology used in hotels Professional Attributes- Attitude towards your job, Personal Hygiene, Uniforms, Care for your own health & safety.

Unit-8: Front Office and Guest Safety and Security

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- Safety practices & procedures- Accidents, types, nature, classification, Preventive measures for each type of accident, Reporting accidents, First aid - meaning, importance, and basic rules. Fire Prevention.

PRACTICAL

Time: 2 Hours

Marks: 40

Front Office (Identification of various vouchers): The students will have to draw one or two of the following vouchers and according to the case study fill up the vouchers (desk work). **10**

- Registration Card.
 - Reservation Form.
 - Amendment Slip.
 - Cancellation Slip.
 - Arrival/departure notification slip.
 - VIP amenities voucher.
 - Miscellaneous charge voucher.
 - Allowance voucher.
 - Paid out voucher.
 - Message slip.
 - Guest Folio.
- (i) Telephone etiquettes and manners. **10**
- (ii) Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality. **10**
- (iii) Role play: Guest Check-in and check-out procedures for FIT's/GIT's/Crews etc. (The student should be able to handle the entire procedure independently), Luggage handling procedures on guest arrival/departure, Scanty Baggage procedures, Left Luggage procedures, Safety locker procedures, Calculation of various occupancies & revenue. **10**