

4. Negi, K.S. (2011), 'Travel Agency Management', Wisdom Press, New Delhi-02.
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HOTEL OPERATIONS MANAGEMENT

2 CREDITS

Objective:

At the end of the course, the student will develop managerial competencies in the 4 operational areas- Front Office, Housekeeping, F&B Service, and Food Production.

Contents:

1. Food Service Industry- sectors, environmental factors influencing food service operations, Menu management, menu engineering, menu merchandising, beverage management, wine and food suggestions, function catering, function catering and organization, supervisory functions in food service organizations, customer relationship management.
2. Front Office- Handling guest services, guest cycle management, evaluating hotel performance, revenue management and forecasting
3. Housekeeping- Planning housekeeping management, manpower planning, supervision in housekeeping, budgeting for housekeeping expenses, changing trends in housekeeping
4. Food Production – Staffing requirements in the kitchen brigade, scheduling, quality control, forecasting, budgeting, menu costing, yield management.

Pedagogy:

Hospitality case studies, Discussions, Executive Interactions and industry based assignments

Readings indicating Minimum Depth of coverage

1. Food and Beverage Service Singaravelavan, Oxford
2. Hotel Front Office Jatashankar Tewari, Oxford
3. Hotel House keeping 2nd edition G. Raghubalan, Oxford
4. International Cuisine & food production Management Parvinder Bali, Oxford