



गोंय विद्यापीठ

ताळगांव पठार

गोंय - ४०३ २०६

फोन: +९१-८६६९६०९०४८



Goa University

Taleigao Plateau, Goa - 403 206

Tel : +91-8669609048

Email : registrar@unigoa.ac.in

Website: www.unigoa.ac.in

(Accredited by NAAC)

GU/Acad –PG/BoS -NEP/2023/202/2

Date: 13.07.2023

CIRCULAR

The approved Syllabus for Semesters I and II of the **Master of Business Administration (Integrated) in Hospitality And Tourism** Programme is attached.

Principals of Affiliated Colleges offering the **Master of Business Administration (Integrated) in Hospitality And Tourism** Programme are requested to take note of the above and bring the contents of this Circular to the notice of all concerned.

(Ashwin Lawande)
Assistant Registrar – Academic-PG

To,

1. The Principals of Affiliated Colleges offering the Master of Business Administration (Integrated) in Hospitality And Tourism Programme.

Copy to:

1. The Director, Directorate of Higher Education, Govt. of Goa.
2. The Dean, Goa Business School, Goa University.
3. The Vice-Deans, Goa Business School, Goa University.
4. The Chairperson, BOS in Hospitality, Travel and Tourism Studies.
5. The Controller of Examinations, Goa University.
6. The Assistant Registrar, UG Examinations, Goa University.
7. Directorate of Internal Quality Assurance, Goa University for uploading the Syllabus on the University website.

MASTER OF BUSINESS ADMINISTRATION (INTEGRATED) IN HOSPITALITY AND TOURISM

Effective from AY 2023-24 under Ordinance OA-XX

Programme Objectives:

1. To develop and impart expertise in the field of Hospitality by imparting knowledge in the domain of International Hospitality.
2. To inculcate the skills and expertise in the field of various cuisines around the world.
3. To impart management skills and practices with a special focus on Domestic and International tourism
4. To inculcate and develop entrepreneurial skills in the field of hospitality and tourism.
5. To impart various skills required for sustainable development of the economy and society.
6. To help generate the development of new tourism products and destinations.
7. To impart managerial skills for efficiently channelizing the resources for tourism destination development and management.

Programme Specific Outcomes:

On successful completion of the MBA(I) programme, students shall be able to:

1. Develop innovative ideas and start-ups in the field of hospitality and tourism.
2. Design new vistas of tourism and hospitality in Goa and Outside and manage them effectively.
3. Explore new career opportunities in the domain of tourism, travel and hospitality.
4. Identify entrepreneurial opportunities in the field of tourism, hospitality, and allied areas.
5. Conduct research for sustainable destination development and tourism product management.
6. Make use of the acquired skill set in the field of Accommodation Operations, Food and Beverage Management, and Culinary Arts.

**Programme Structure for Semester I to X
MASTER OF BUSINESS ADMINISTRATION (INTEGRATED) IN HOSPITALITY AND TOURISM**

Semester	Major -Core	Minor	MC	AEC	SEC	I	D	VAC	Total Credits	Exit
I	MGH-100 Hospitality Management (4)	COM-111 Principles and Practice of Management (4)	MGH-131 Cultural Heritage of Goa (3)		MGH-141 Food and Beverage Operation (3(1T+2P))				20	
II	MGH-101 Fundamentals of Tourism (4)	MGF-112 Fundamentals of Accounting (4)	MGH-132 Event Management (3)		MGH-142 Front Office Operations (3(1T+2P))				20	
III	MGH-200 Food Production Theory1 (4) MGH-201 Food and Beverage Theory 1 (4)	MGH-211 Economics of Tourism (4)	MGH-231 Ethical, Legal and Regulatory Aspects of Tourism (3)		MGH-241 French Language Skills for Hospitality and Tourism (3(1T+2P))				20	

IV	MGH-202 Front Office Theory (4) MGH-203 Food Production Practical (4) MGH-204 Accommodation Operations (4) MGH-205 Accommodation Operations- Practical (2)	MGH-221 Strategic Management (4)							20	
V	MGH-300 Bakery and Confectionary (4) MGH-301 MIS in Hospitality (4) MGH-302 Human Resource Management (4) MGH-303 Tourism Products of India (2)	MGH-321 Internship – VET (4)				MGH-361 Internship (2)			20	

VI	<p>MGH-304 Marketing for Hospitality and Tourism (4)</p> <p>MGH-305 Entrepreneurship and Start-ups in Tourism (4)</p> <p>MGH-306 Financial Management (4)</p> <p>MGH-307 Management Process and Organisational Behaviour (4)</p>	<p>MGH-322 Internship – VET (4)</p>							20	
VII	<p>MGH-400 Food and Beverage Management (4)</p> <p>MGH-401 Front Office Management (4)</p> <p>MGH-402 Tour Operation and Travel Agency Management (4)</p> <p>MGH-403 Hotel Law (4)</p>	<p>MGH-411 Integrated Tourism Marketing Communication (4)</p>							20	

VIII	<p>MGH-404 Advertising Management in Tourism (4)</p> <p>MGH-405 Sustainable Destination Development (4)</p> <p>MGH-406 Negotiations and Conflict Management (4)</p> <p>MGH-407 Hiring and Talent Management (4)</p>	<p>MGH-412 International Tourism Management (4)</p>							20	
IX	<p>MGH-500 Research Methodology (4)</p> <p>MGH-501 Case Writing and Analysis (4)</p> <p>MGH-502 Qualitative Research Methods (4)</p> <p>MGH-503 Quantitative Research Methods (4)</p>	<p>MGH-511 Destination Development and Product Management (4)</p>							20	

X	MGH-504 Data Analytics in Hospitality and Tourism (4)					MGH-561 Internship (16)			20	
---	--	--	--	--	--	--	--	--	-----------	--

Name of the Programme: MBA (I) in Hospitality and Tourism

Course Code: MGH-100

Title of the Course: Hospitality Management

Number of Credits: 04

Effective from AY: 2023-24

Pre-requisites for the Course:	Std XII examination pass in any discipline.	
Course Objectives:	The course aims to familiarize students with the core operational departments of the Hospitality industry.	
Content:		No of hours
	UNIT I Introduction Introduction to the Hospitality Industry, evolution, origin, and importance. Introduction to all major hotel chains of the world. Classification of Hotels and Room types Qualities and Attributes of Front office and HK personnel.	15 hours
	UNIT II Introduction to Front Office and Housekeeping: Importance, Organizational Structure, - Layout: HK department layout, Front office layout - Coordination with other departments. (F&B Service, F&B production, Kitchen Stewarding, Engineering, Accounts, Human Resources, Security, Sales & Marketing, Purchase)	15 hours
	UNIT III Introduction to Food and Beverage Service Contents: 1. Food Service Industry: Development of food service industry in India, Classify the food service sectors with examples, features of each sector, types of restaurants and its features 2. F&B Department: Importance of the F&B department, functions, organization. 3. F&B Staff of a Hotel. Duties & responsibilities Production & Service Staff. 4. Intra and Inter department coordination. 5. Food service equipment: Types of cutlery, crockery & glassware 6. Uses of Restaurant equipment, purchase considerations & storage.	15 hours
	UNIT IV Introduction to Food and beverage Production 1. Organisation of a professional kitchen, guidelines and requirements of personal hygiene and food safety standards, avoiding food contamination, uniform and protective clothing. 2. Usage of knives, hand tools, heavy equipment in the kitchen. 3. Vegetables - classification of vegetables, pigment and colour Changes, effect of different cooking methods on vegetables, controlling Changes in texture, flavour, nutrient loss, cuts of vegetables. Classical dishes made using vegetables. 4. Classification, uses of fruits in cooking, usage of processed fruits. 5. Meats-Physical and Chemical Characteristics of meat, cuts of Chicken, Beef, Pork, Lamb. 6. Eggs- Structure, classification and grading of eggs, selection, storage and uses of eggs in food.	15 hours

Pedagogy:	Teaching and learning strategies will include, but not be limited to, lectures, tutorials, practical's, Role plays, guest speakers, videos, (including online videos), and case studies.
References/ Readings:	<p>Suggested Reading Unit I:</p> <ol style="list-style-type: none"> 1. G. Raghubalan and S. Raghubalan. Hotel Housekeeping Operations and Management, 3rd Edition 2015. J. R. Tewari. Hotel Front Office Operations & Management, 2nd Edition, 2016. <p>Suggested Reading Unit II:</p> <ol style="list-style-type: none"> 1. S. K. Bhatnagar. Front Office Management, First Edition 2002 2. M. Singh, and J. B. George, Housekeeping- Operations, design and management. Jaico Publishing, 2011. 3. S. Andrews, Textbook of Hotel Housekeeping Management and Operations. Mc Graw Hill Education, 2020 4. K.C.K. R. Kadam, Housekeeping operations and Management for Hospitality. UDH Publishers, 2013. <p>Suggested Reading Unit III:</p> <ol style="list-style-type: none"> 1. R., Food and Beverage Service, Oxford University press, Second Edition (2016). 2. Dennis Lillicrap and John Cousins, Food and Beverage Service, Book Power, Eight Edition, 2014. 3. Sudhir Andrews, Food and Beverage Service Training Manual, Tata McGraw Hill Publishing Company Limited, Second Edition. (reprint 2005) 4. Bobby George, Sandeep Chatterjee, Food and Beverage Service and Management, Jaico Publishing House, (Eleventh Impression 2016). <p>Suggested Reading Unit IV:</p> <ol style="list-style-type: none"> 1. Thangam E. Philip, Modern cookery, Orient Black swan Private Limited, Sixth Edition (2010), Vol.1 2. Thangam E. Philip, Modern cookery, Orient Black swan Private Limited, Sixth Edition (2010), Vol.2 3. Parvindar Singh. Bali, Food Production Operations, Oxford Publication (2014) Sixth impression (2016)
Course Outcomes:	<p>At the end of the course the students will be able to:</p> <ol style="list-style-type: none"> 1. Analyse the operations of the rooms division in hospitality industry. 2. Differentiate hotels based on standards, size, location, clientele, duration of stay, Level of service and Ownership 3. To understand basic skills of Front Office and Housekeeping. 4. Apply skills in Telephone Handling

Name of the Programme: MBA (I) in Hospitality and Tourism

Course Code: MGH - 131

Title of the Course: Cultural Heritage of Goa

Number of Credits: 03

Effective from AY: 2023-24

Pre-requisites for the Course:	Std XII examination pass in any discipline	
Course Objectives:	The aim is to introduce the student The Culture & Heritage of Goa, The Traditional Cuisine, Culture & age-old Traditions of Goa from the Hospitality & Tourism point of view.	
Content:		No of hours
	UNIT I: Geographic specialty of Goa. The basic topography of Goa& social assets in Goa. Sahyadri Range/ Western Ghats of Goa. Goan Traditional Architecture of -Temples, Churches, Mosques, Palaces, Forts & Monuments of Goa. Modes of housing & modes of Transportation in Goa. Flora & Fauna of Goa. Intangible Heritage Phrases, idioms from Goan society. Customs of birth and death, Significance of Goan names.	15 hours
	UNIT II: Goan Customs and traditions Goan weddings-customs and traditions, Age old Customs & traditions of Goans, Portuguese Era: Influence of Portuguese elements on Goan culture& Society, Gaunkari System and Comunidades. Pre-Portuguese Goan culture: Dress, Cuisine, Drinks & Amusement Liberation Movements & Post Portuguese era, Revolts during Portuguese rule, Operation Vijay. State Administrators, Language issue, Opinion Poll, Goan identity, Medium of Instructions.	15 hours
	UNIT III: Traditional Folk Art & Cuisine of Goa Goa's folk performing Arts and Theatres. Traditional Music, Folk Dances & Theatre of Goa. Goan Traditional Ornaments & Jewellery, Goan Dressing Styles & Attire. Authentic Cuisine of Goa: The culinary art and food in Goa & cultural effects on ethnic cuisine Traditional Trades & occupations of Goa. Traditional Folk Games of Goa. Festivals of Goan Hindus, Christians& Muslims.	15 hours
Pedagogy:	The sessions will be conducted using all or any of the methods of Pedagogy such as Lectures/tutorials/field work/outreach activities/project work/viva/seminars/term papers/assignments/presentations/ self-study/case studies or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning.	
References/ Readings:	Dr. Phaldessai.S, Dempo. V,Kaleidoscopic Goa: A cultural atlas. Education & Research Foundation. 2018 Ramani, S.Operation Vijay. Broadway BookCentre. 2012 LoboPJ,Magnificent monuments of Old Goa. RajhaunsVitaran. 2018 Mitragotri V.R, A Socio-Cultural History of Goa :From the Bhojas to the Vijayanagar. Institute Menezes Braganza Institute 1999. Malgaonkar.M, Miranda, M. Inside GoaArchitecture.	

	<p>Kerkar.R Natural History of Goa- Broadway Publication. 2017 LainerH, Alvares.R, Birds of Goa; The Goa Foundation. Maria Lourdes Bravo Rodrigues, Feasts, Festivals & Observances in Goa. L& L publications. 2004 Fernandes P, Traditional Occupations of Goa. The Word Publication.</p>
<p>Course Outcomes:</p>	<p>At the end of the course, the students will be able to:</p> <ol style="list-style-type: none"> 1. Develop the ability to appreciate the Rich Goan culture & Tradition, with an intention to document & record the same. 2. They will have an ability to seek and also create cross reference/s of the Goan tangible & intangible heritage. 3. Students will develop the ability to appreciate the rich Goan cultural ethos. They will have a holistic view of the Goan culture. 4. They will develop the ability to draw a comparison between the pre-Portuguese and Portuguese styles of living and an intermingling of both the cultures.

Name of the Programme: MBA (I) in Hospitality and Tourism

Course Code: MGH-141

Title of the Course: Food and Beverage Operations

Number of Credits: 03

Effective from AY: 2023-24

Pre-requisites for the Course:	Std XII examination pass in any discipline.	
Course Objectives:	The course aims to familiarize students with the Food and Beverage Operations of the Hospitality industry.	
Content:		No of hours
	UNIT I Food Service Industry Development of food service industry in India, Classify the food service sectors with examples, features of each sector, Types of restaurants and its features, Employment opportunities F&B Department: Importance of the F&B department, functions, Organization, F&B Staff of a Hotel, Intra and Inter department coordination, Qualities required for staff.	15 hours Theory
	UNIT II Food service equipment Classification, types of furniture, sizes, Various kinds of Linen & specification, Types of cutlery, crockery & glassware its uses, purchase considerations, storage. Appraising restaurant equipments, Categorize the food service equipments with examples, identify the cutlery, crockery, glassware, know their sizes & uses. To learn the procedure for cleaning and polishing cutlery, crockery and glassware, Napkin Folding techniques	15 hours Practical
	UNIT III Styles of Food Service Waiter service, self-service & assisted service. Features of each group & methods, advantages and limitations of each service, suggest suitable styles for an F&B outlet, factors influencing the styles. To be able to lay table cloths and learn the art of relaying table cloths. To be able to manipulate service gears for handling various foods to handle cutlery, crockery and glassware correctly	15 hours Practical
	UNIT IV Functions of a Waiter Taking Reservation, Briefing and debriefing, Side board setup, mise en place and mise en scene, Ala Carte and Table d hote Cover set up.	15 hours Practical
	UNIT V Menu Knowledge & Planning Origin, types of Menus, French Classical menu, A la Carte sequence. Cover and Accompaniments for selected dishes, Order taking, Writing KOT and BOT.	15 hours Practical
Pedagogy:	Teaching and learning strategies will include, but not be limited to, lectures, tutorials, practical's, Role plays, guest speakers, videos, (including online videos), and case studies.	
References/ Readings:	1. Singaravelavan, R. Food and Beverage Service, 8 th Edition, 2016 2. Lillicrap, D., & Cousins, J. Food and Beverage Service, 8 th Edition, 2014 3. Andrews, S. Food and Beverage Service Training Manual, 2 nd edition, 2008 4. George, B., & Chatterjee, S. Food and Beverage Service and Management, 1 st Edition, 2008	
Course Outcomes:	At the end of the course the students will be able to: 1. Analyse the operations of the food and beverage in hospitality industry. 2. Describe various styles of Food Service 3. To understand basic skills of Food and Beverage personnel	

Name of the Programme: MBA (I) in Hospitality and Tourism**Course Code: MGH-101****Title of the Course: Fundamentals of Tourism****Number of Credits: 4****Effective from AY: 2023-24**

Pre-requisites for the Course:	Pass in 12 th Standard in any discipline.	
Course Objectives:	At the end of the subject, the student will be able to deal with Tourism as a System rather than as a set of separate entities or processes.	
Content:	Unit I: Overview of Tourism Tourism: Definition, Components of Tourism and Tourism Management. Basic Approach to the Study of Tourism, Economic Importance, Benefits and Costs of Tourism Tourism through the Ages: Early Beginnings, Early tourist attractions, The first travel agents, Historic Transportations Career Opportunities: Job forecasts, job requirements, career possibilities, Career paths in Tourism Practical: Debates on tourism Exercise on career planning in tourism	No of hours 15 hours
	Unit II: Organization of Tourism International Organizations, Development Organizations, Regional Organizations Passenger Transportation: Airline Industry, Rail Industry, Motor Coach Industry, Automobile, Cruise Industry, Other modes. Hospitality and Related Services: The Lodging Industry, The Food Service Industry, Meeting Planners Organizations in the Distribution Process: Travel Agents, The Internet, Consolidators, The Tour Wholesaler, Specialty Channelers Attractions, Entertainment, Recreation: Introduction, Attractions, Gaming, Recreation, Entertainment, Festivals and Events, Shopping, Education, Publishing, Marketing and Publicity Organizations. Practical: Field study on passenger transportation, hospitality services, travel agencies and tour operators, and other tourist attractions.	15 hours
	Unit III: Tourism Supply and Demand Tourism Components and Supply: Supply Components, Natural Resources, Built Environment, Operating Sectors, Spirit of Hospitality and Cultural Resources, Matching Supply with Demand Measuring and Forecasting Demand: Why Demand Is Important, Demand to a Destination, Measuring Demand, Projection Methodology Tourism's Economic Impact, Optimization, Economic Multipliers Practical: Field study	15 hours
	Unit IV: Understanding Travel Behavior and Tourism Policy, Planning and Development Cultural and International Tourism for Life's Enrichment: Developmental and Promotional Measures, Types of Destinations as Travel Experiences, Other Tourist Appeals, Travel experiences Sociology of Tourism: Effects on the Individual, Effects on the Family, Effects on Society, Life Characteristics and Travel,	15 hours

	<p>Emergence of Group Travel Patterns, Social (Subsidized) Tourism, Summary of the Principal Social Effects of Tourism, Barriers to Travel</p> <p>Tourism Policy: A Definition, The Focus of Tourism Policy: The Competitive/Sustainable Destination, The Major Parameters of Tourism Destination Management, Tourism Policy: Structure, Content, and Process, The Process of Tourism Policy Formulation</p> <p>Tourism Planning, Development, and Social Considerations: Planning for a Competitive/Sustainable Destination, The Nature of Tourism Planning, Relating Tourism Planning to Tourism Policy, Why Tourism Planning Is Necessary, The Planning Process, Goals of Tourism Development, Political Aspects of Tourism Development</p> <p>Practical: Field study</p>	
Pedagogy:	Lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study/ Case Studies etc. or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning.	
References/ Readings:	<ol style="list-style-type: none"> 1. C. R. Goeldner, J. B. Ritchie, Tourism principles, practices, philosophies, John Wiley and Sons, 2017. 2. B. I. Kastarlak, B. Barber, Fundamentals of planning and developing tourism, Pearson New International Edition, 2013. 3. C. Cooper, Essentials of Tourism, SAGE Publication, 2020 4. S. K. Swain, J. M. Mishra, Tourism: Principles and Practices, Oxford University Press, 2011. 5. P.N Acha-Anyi, Fundamentals of Tourism, Van Schaik Publishers, 2020 	
Course Outcomes:	<p>At the end of the course the student will be able to:</p> <ol style="list-style-type: none"> 1. Understand and identify evolution, importance of travel and tourism for the economy. 2. Analyze various sectors and its role in the growth of tourism industry. 3. Identify the reasons for the growth of famous tourist attractions and analyze its impact on tourism industry. 4. Analyze the importance of tourism planning, and tourism policy formulation for competitive and sustainable development of destinations. 5. Evaluate the importance of tourism industry as a system 	

Name of the Programme: MBA-I in Hospitality and Tourism

Course Code: MGH-132

Title of the Course: Event Management

Number of Credits: 3

Effective from AY: 2023-24

Pre-requisites for the Course:	Pass in 12 th Standard	
Course Objectives:	To understand the process of event management.	
Content:	Unit 1 Introduction to Events Introduction to Events, Major characteristics, Classification of Events, Five Cs of event management Advantages of events, Meetings, Incentive, Conference and Exhibitions (MICE) Market and Tourism: History, Components, Economic and social impacts, Functions, Structure and Sources of funds. Tourism festivals- Trade Fairs -Local Festivals	15 Hours
	Unit 2 Event Planning and Production Process Events venues: Concept and types, Conference venues: Facilities, Check-in and check-out procedures, Conference room lay-out, Functions of India Convention Promotion Bureau (ICPB) and International Congress and Convention Association (ICCA). Trade shows and exhibitions/expositions: Types, Benefits of Exhibitions, Contract negotiations, Negotiation with hotels, airlines and ground handlers, Closing of an event, Evaluation of Events.	15 Hours
	Unit 3 Special Event Management Definition, Researching for special events – Religious, Political, Social and Commercial, Types of permissions for events, Design and production of the Event, Location, Venue, Special Events – Wedding, World Sporting Events, Film Festivals, Beauty Pageants, Fund-Raisers. Luxury Events – Yachting and Golfing.	15 Hours
Pedagogy:	Lectures/ tutorials/laboratory work/ field work/ outreach activities/ project work/ vocational training/viva/ seminars/ term papers/assignments/ presentations/ self-study/ Case Studies etc. or a combination of some of these. Sessions shall be interactive in nature to enable peer group learning	
References/ Readings:	<ol style="list-style-type: none">1. J. Allen, I. McDonnell, and W. O'Toole, <i>Festival and Special Event Management</i>. Austria: Wiley, 2005.2. G.G. Fenich, <i>Meetings, Expositions, Events, and Conventions: An Introduction to the Industry</i>. United Kingdom: Pearson, 2016.3. J. Kennell, N. Wilde, C. Bladen, and E. Abson, <i>Events Management: An Introduction</i>. United Kingdom: Taylor & Francis, 2017.4. D.C. Vashishth, <i>Simplified Events Management: A Text Book to Event Planning, Fundraising and Safety Management</i>. OrangeBooks Publication, 2020.5. A. Yeark, K.A. Smith, M. Fang, M. Sigala, and R. Presbury, <i>Case Based Research in Tourism, Travel, Hospitality and Events</i>. Singapore: Springer Singapore, 2022.	
Course Outcomes:	After the completion of this course, the students will be able to: <ol style="list-style-type: none">1. Define the event management process and the event life cycle.2. Apply Event management concepts to Tourism specific Events.3. Compare cultural, regional and MICE events.4. Evaluate best practices in event planning and production.	

Name of the Programme: MBA (I) in Hospitality and Tourism**Course Code: MGH-142****Title of the Course: Front Office Operations****Number of Credits: 03 (1T+2P)****Effective from AY: 2023-24**

Pre-requisites for the Course:	Std XII examination pass in any discipline.	
Course Objectives:	The course aims to familiarize students with the Front Office Operations of the Hospitality industry.	
Content:		No of hours
	UNIT I Introduction to Front Office Operations Hotel Tariff Plans, Types of Guest Rooms. Front Office Organization: Function areas and layout of Front Office. Duties and Responsibilities of Front Office Personnel, Qualities of Front Office Personnel, Sections of Front Office and Responsibilities	15 hours Theory
	UNIT II Reservation Practising effective verbal and nonverbal communication (facial expressions, posture, body language) Practising telephone etiquette. Handling reservations Amendment and cancellation of reservation	15 hours Practical
	UNIT III Learning Various Vouchers <ul style="list-style-type: none"> ● 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 	15 hours Practical
	UNIT IV: Pre- registration and Preparation for Guest Arrivals Pre-registration of FIT guests. Pre-registration of Groups Preparation for FIT/ Group/ VIP guests To prepare for guest arrivals using standard operating procedures. To welcome, handle the luggage, register and allot rooms to different categories of guests.	15 hours Practical
	UNIT V Guest Registration and Guest Services Welcoming, registration, room allocation and luggage handling of FIT/ Group/ VIP guests. Message and mail handling, Paging, baby-sitting services, wake-up call etc Live examples of situation handling Handling guests' daily transactions, maintaining guest folio Creating and maintaining guest history	15 hours Practical
Pedagogy:	Teaching and learning strategies will include, but not be limited to, lectures, tutorials, practical's, Role plays, guest speakers, videos, (including online videos), and case studies.	
References/ Readings:	<ol style="list-style-type: none"> 1. J. R. Tewari. Hotel Front Office Operations & Management, 2nd Edition, 2016 2. Pease, A. Body Language, 1st Edition, 2014 	

	<ol style="list-style-type: none">3. Bhatnagar, S.K. Front Office Management, 1st Edition, 20064. Andrews, S. Textbook of Front Office Management and Operations, 1st Edition, 2017
Course Outcomes:	<p>At the end of the course the students will be able to:</p> <ol style="list-style-type: none">1. Analyse the operations of the Front Office Operation in hospitality industry.2. Apply skills in Telephone Handling3. Handle various types of reservation4. Handle guest registration and services