

**SARDAR PATEL UNIVERSITY**  
**Programme: Bachelor of Vocational (Hospitality and Tourism)**  
**Semester: I**  
**Paper-2 Basics of Hospitality Management (UT01BVSCO2)**

**(Theory/Practical)**

<b>Units</b>	<b>Detail Descriptions</b>	<b>Credit:4</b>
<b>Unit-1</b>	<b>Important Departments of Hospitality</b> Introduction to Front Office Department Introduction to House Keeping Department Introduction to Food and Beverages Department Introduction to Food and Production Department	<b>25%</b>
<b>Unit-2</b>	<b>Hierarchy of Various Departments</b> Hierarchy of Front Office Hierarchy of House Keeping Hierarchy of Food and Beverages Hierarchy of Food and Production	<b>25%</b>
<b>Unit-3</b>	<b>Standard Operating System of Departments</b> Rules Personnel Hygiene Etiquettes Terminologies (Glossary)	<b>25%</b>
<b>Unit-4</b>	<b>Job Description of all Departments</b> Job Description of Front Office Job Description of House Keeping Job Description of Food and Beverages Job Description of Food and Production	<b>25%</b>
<b>Practical</b>	Field work at any hospitality establishment, make a report on different Departments and Presentation	

**Basic Text & Reference Books:**

- Jagmohan Negi- Hotel Management, Sultan Chand Publication, New Delhi
- B.K Chakravarti- Hotel Management
- Praveen Sethi- Handbook of Hospitality and Tourism
- Kotler, Bowen, Makens- Marketing for Hospatility and Tourism
- Maichel Kasava-Front Office Management
- Sudhir Andrews-Front Office Management

