

As Per NEP 2020

University of Mumbai



Syllabus for Basket of OE (Open Elective) Vertical 3	
Faculty of Interdisciplinary Studies	
Board of Studies in Maritime Hospitality Studies	
First Year Program	
Semester	I
Title of Paper	Introduction to the Hospitality Industry
Credits	2
From the Academic Year	2025-26

INTRODUCTION TO THE HOSPITALITY INDUSTRY

Title of Paper: - INTRODUCTION TO THE HOSPITALITY INDUSTRY (Theory)		
Course Code: -		
Sr. No.	Heading	Particulars
1	Description of the course: Including but Not limited to :	This course provides a comprehensive overview of the hospitality industry, exploring its key components, trends, and challenges. Students will examine the various departments within hospitality, including hotels, restaurants, tourism, and event management. Lectures, discussions, case studies, and guest speakers, will help students to gain a foundational understanding of the hospitality industry at entry-level positions in this dynamic field.
2	Vertical	OE (Open Elective)
3	Types	Theory
4	Credit	2 Credits (1 Credit = 15 Hours for Theory in Semester)
5	Hours Allotted	30 Hours
6	Marks Allotted	50 Marks (Internal Exam - 20 Marks,/ External Exam - 30 Marks)
7	COURSE OBJECTIVE:- Objective of this course is – 1. To understand career opportunities in Hospitality Profession 2. To understand the organization chart of different categories of hotels 3. To learn about the working of Hotel Industry 4. To understand the various departments in hotels and their functions. 5. To learn about service industry.	
8	COURSE OUTCOME: After completing this course student will be able to: 1. Draw the organization chart of different categories of hotels 2. Describe the working of Hotel Industry 3. State various departments in hotels and their functions 4. Define service industry	

9	Sub Module	Topic	Total Hrs - 30
Module 1	1.1	PERSPECTIVES ON CAREERS IN HOSPITALITY	15 hrs
	1.1.1	- Definitions of Hospitality,	
	1.1.2	- History of hotel Industry	
	1.1.3	- Hospitality Management program	
	1.1.4	- Planning a career	
	1.1.5	- The Manager's role in the hospitality industry	
	1.1.6	- Employment as an important part of education	
	1.1.7	- Profiting from work experience	
	1.1.8	- Service is the difference	
	1.1.9	- Value consciousness	
	1.1.10	- Technology	
	1.1.11	- Empowerment	
	1.1.12	- Concern with security	
	1.1.13	- Concern with food safety & sanitation	
	1.1.14	- Sustainability	
	1.1.15	- Diversity	
	1.2	ORGANISATION STRUCTURE OF THE HOTEL	
	1.2.1	- Hotels – Classification of Hotels, Plans.	
	1.2.2	- Organization structure / Chart of a Hotel	
	1.2.3	- The concept of revenue earning & support Departments in a hotel.	
	1.2.4	- Cruise line	
Module 2	2.1	ACCOMMODATION DEPARTMENT	15 hrs
	2.3.1	- Organization chart of Front Office.	
	2.3.2	- Responsibilities of each section of the Front Office.	
	2.3.3	- Types of rooms.	
	2.3.4	- Activities involved in the guest cycle (from check-in to check-out)	
	2.3.5	- Organization chart of Housekeeping.	
	2.3.6	- Responsibilities of each section of Housekeeping Department.	
	2.3.7	- The concept of public areas in Housekeeping.	
	2.2	OTHER DEPARTMENTS IN HOTEL	
	2.2.1	- Food Production	
	2.2.2	- Food & Beverage Department Accounts	
	2.2.3	- Security Department	
	2.2.4	- Engineering / Maintenance Department	
	2.2.5	- Sales & Marketing Department	
	2.2.6	- Human Resource Department Spa & Health Club	
	2.2.7	- Purchasing & Receiving Department, Stores management	
	2.2.8	- Laundry	

	2.3 2.3.1 - Definition of service 2.3.2 - Type of service 2.3.3 - Rendering personal service 2.3.4 - Task 2.3.5 - Interpersonal skills 2.3.6 - Managing the service transactions 2.3.7 - The product view of service 2.3.8 - The process view: empowerment 2.3.9 - Service culture 2.3.10 - Employee as a product: importance of people 2.3.11 - Service as a sustainable competitive advantage	HOSPITALITY AS A SERVICE INDUSTRY	
10	Reference Books :- 1- Hospitality & Tourism – Jack D. Ninemeier & Joe Perdue – Pearson Education 2- Supervision in the hospitality industry: leading human resources, Walker, John R. and Miller, Jack E., John Wiley & Sons 3- Check In Check Out, Arora, R.K. , APH Publishers 4- Customer Interaction Excellence in Hospitality, Shirke, Gajanan, Shroff Publishers 5- Hospitality Management, Shirke, Gajanan, Shroff Publishers Marketing of Hospitality and Tourism Service, Kumar, Prasanna, TMH 6- Introduction to the Hospitality Industry – Clayton W., Tom Powers & Denis Reynolds– Wiley Publications 7- Management in the Hospitality Industry – Clayton W., Tom Powers – Wiley Publications		
11	Internal Continuous Assessment: 40%	External-Semester End Examination- 60 %	
	Individual Passing in Internal and External Examination: 40 %		
12	Continuous Evaluation through: Quizzes, Class Tests, presentation, project, role-play, creative writing, assignment etc.	Select at least 3	

Examination

QUESTION PAPER PATTERN (External and Internal)

Examination Semester I Pattern of Theory Exam

Theory Courses Evaluation Scheme for First Year (UG) under NEP

Nature of Examination	Particular				Time	Total Marks
I. Internal Evaluation for Theory Courses						
Continuous Internal Assessment (CIA) Assignment	Sr. No	Examination	Module	Marks	Time	Total Marks
	1	Class Test	Module I or on Completed syllabus	10 Marks	30 Min	20 Marks
	2	Assignments / Case Study / Presentations / Project / Group Discussion / Ind. Visit. / Tutorial	I & II	10 Marks	Minimum 30 Min per activity.	

II. External Examination for Theory Courses

Semester End Examination	Question No	Paper Pattern (Theory question paper pattern: Attempt any two out of four questions)	Module	Marks	Time	Total Marks
	Q. 1	Define / Terminologies / Match the Column / Fill in the Blanks / Multiple Choice Questions (1 Marks each)	I & II	15 Marks	1 Hr.	30 Marks
	Q. 2	Short Notes / Problem. Attempt a ny Three Questions out of four. (a, b, c & d). (5 Marks each)	I & II	15 Marks		
	Q. 3	Essay Type Questions (Attempt any one out of two)	I	15 Marks		
	Q. 4	Essay Type Questions (Attempt any one out of two)	II	15 Marks		
	Note: 1. To appear examination minimum prescribed attendance is compulsory. 2. All questions are compulsory, 3. Individual Passing in Internal and External Examination is compulsory. 4. Certified Journal is compulsory for appearing at the time of Practical Exam.					

Sd/-

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Chairman
Dr. Pankaj
Deshmukh
Board of Studies in
Maritime Hospitality
Studies**

Sd/-

**Sign of the
Offg. Associate
Dean
Dr. C. A. Chakradeo
Faculty of IDS**

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Dr. Kunal Ingle
Faculty of IDS**

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Offg. Dean
Prof. A. K. Singh
Faculty of IDS**