

AC –11-03-2025
Item No. –04

Approved by the BOS in Bachelor of Commerce (Management Studies) on 06-03-2025 Item No. 03

As Per NEP 2020

Tolani College of Commerce (Autonomous)



Title of the Course: Hospitality Management

Programme: Bachelor of Management Studies Semester-VI

Syllabus for 4 credits

From the academic year 2025 - 2026

Name of the Course: Hospitality Management

Sr. No.	Heading	Particulars
1	Description the course:	A Hospitality Management course typically aims to provide students with a comprehensive understanding of the hospitality industry, focusing on both the theoretical and practical aspects of managing hospitality services.
2	Vertical:	Marketing Electives
3	Type:	Theory
4	Credit:	4 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	100 Marks Continuous Evaluation 40 Marks Semester End Examination 60 Marks
7	<p>Course Objectives:</p> <ol style="list-style-type: none"> 1. To gain knowledge of the global hospitality industry, including its structure, trends, and various sectors (hotels, restaurants, event management, tourism, etc.). 2. To develop an understanding of the key economic, cultural, and social factors that influence the hospitality industry. 3. To learn about the different Components of Hospitality Industry. 4. To develop an understanding of the recent trends in Hospitality Sector. 	
8	<p>Course Outcomes:</p> <ol style="list-style-type: none"> 1. Learners will be able to gain knowledge of the global hospitality industry, including its structure, trends, and various sectors (hotels, restaurants, event management, tourism, etc.). 2. Learners will be able to develop an understanding of the key economic, cultural, and social factors that influence the hospitality industry. 3. Learners will be able to learn about the different Components of Hospitality Industry. 4. Learners will be able to develop an understanding of the recent trends in Hospitality Sector. 	

Module 1: Introduction to Hospitality

- Meaning and Definitions of Hospitality, Hospitality and its origin, Importance of Hospitality.
- Five major segments: Food, Lodging, Travel, Tourism and Recreation.
- Relationship Between the Hospitality Industry and Tourism, Hospitality Management in India and abroad.

Module 2: Principles of Hospitality Management

- Planning in Organizations, Departmentalization, Selection and Employment.
- Characteristic of Control System, Element of leading and directing.
- The Environment, Objectives of Hospitality Industry, Customer care in Hospitality Industry.

Module 3: Hospitality Industry

- Characteristics of Hospitality Industry, 9 major components of hospitality industry: Travel, Lodging, Food and Beverage, Recreations, Entertainment, Health and Sports, Tourism, Art and Culture and Event Management.
- SWOT analysis of Hospitality Industry.
- Challenges for Hospitality Industry.

Module 4: Trends in Hospitality Sector

- Sustainability and Eco-Friendly Practices, Personalization and Customization, Technology Integration, **Wellness and Health-Focused Offerings**, Experiential Travel.
- Remote Work and "Bleisure" Travel, Rise of Short-Term Rentals, Contactless and Hygiene-First Services.
- Social Media Influence, Global Travel Recovery.

9	<p>Reference Books:</p> <ul style="list-style-type: none"> • Roy C. Wood “ Hospitality Management: A Brief Introduction” Sage Publication , April 2015 • John Walker Introduction to Hospitality Management 5th Edition • Clayton W. Barrows Tom Powers , Dennis R. Reynolds, “ Introduction to the Hospitality Industry” 8th Edition • Rocco M. Angelo, Hospitality Today: An Introduction, 8th Edition • Gajanan Shirke, “Hospitality Management” Publisher: Shroff ISBN: 9789350233887, 9350233886 Edition: 2011 Pages: 476 • Mahesh Chandra Singh Hospitality Management Publisher: Centrum Press ISBN: 9789381460306, 9381460302 Edition: 2012 Pages: 264 • Tim Bottorff, “Hospitality Management: A Guide to Key Reference Works” 													
10	Internal Continuous Assessment: 40%	Semester End Examination: 60%												
11	<p>Continuous Evaluation through: (40 Marks)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">Component</th> <th style="width: 50%; text-align: center;">Total Marks</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Assignment/Case Studies/Book Review/ News Analysis/Presentation/ /Project/ Class Test</td> <td style="text-align: center; vertical-align: middle;">40 Marks</td> </tr> </tbody> </table>		Component	Total Marks	Assignment/Case Studies/Book Review/ News Analysis/Presentation/ /Project/ Class Test	40 Marks								
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12	<p>Format of Question Paper: for the final examination Question Paper Pattern for Semester End Examination (SEE) Maximum Marks: 60 Duration:2 Hour</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Q. No.</th> <th style="width: 70%;">Particular</th> <th style="width: 20%;">Marks</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Q-1</td> <td> <p>Attempt any TWO the following: (Module 1)</p> <p>A. Full Length Question B. Full Length Question C. Full Length Question</p> </td> <td style="text-align: center; vertical-align: middle;">15 Marks</td> </tr> <tr> <td style="text-align: center;">Q-2</td> <td> <p>Attempt any TWO the following: (Module 2)</p> <p>A. Full Length Question B. Full Length Question C. Full Length Question</p> </td> <td style="text-align: center; vertical-align: middle;">15 Marks</td> </tr> <tr> <td style="text-align: center;">Q-3</td> <td> <p>Attempt any TWO the following: (Module 3)</p> <p>A. Full Length Question B. Full Length Question C. Full Length Question</p> </td> <td style="text-align: center; vertical-align: middle;">15 Marks</td> </tr> </tbody> </table>		Q. No.	Particular	Marks	Q-1	<p>Attempt any TWO the following: (Module 1)</p> <p>A. Full Length Question B. Full Length Question C. Full Length Question</p>	15 Marks	Q-2	<p>Attempt any TWO the following: (Module 2)</p> <p>A. Full Length Question B. Full Length Question C. Full Length Question</p>	15 Marks	Q-3	<p>Attempt any TWO the following: (Module 3)</p> <p>A. Full Length Question B. Full Length Question C. Full Length Question</p>	15 Marks
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Q-4	Attempt any TWO the following: (Module 4) A. Full Length Question B. Full Length Question C. Full Length Question	15 Marks
Note: Any of the full length question of 7.5 Marks can be a case study.		

Signatures of Team Members

Sr. No	Name	Signature
1.	Dr. Sadhana Venkatesh	
2.	Ms. Shalini Clayton	
3.	Ms. Ashiyana Shaikh	