

NEP NEW SYLLABUS

HOSPITALITY AND TOURISM MANAGEMENT

**For B.Com. (International Business) and BBA (IB) - AICTE
Semester – I
[Vocational Skill Development Course (VSC)]
[Course Code – 1104, Credit – 2]**

**2024 Pattern as Per NEP Syllabus,
w.e.f. Academic Year 2024-25**

Dr. Sanjay Chakane

M.S.C., M.B.A., Ph. D.
Principal

Tikaram Jagannath Arts, Commerce and
Science College
Khadki, Pune - 3

Dr. Sheetal M. Randhir

Ph.D. (Buss. Administration) M.COM. (Adv.
Accounting & Taxation), GDCA, NET.
Head of Bachelor of Business Administration
Department

Tikaram Jagannath Arts, Commerce &
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Preface ...

It gives me great pleasure in introducing the book on Hospitality and Tourism Management for F.Y. BBA (IB) : Sem. I as per NEP New Syllabus of SPPU.

Nowadays, Tourism and hospitality are thriving industries encompassing many sectors including hotels, restaurants, travel, events and entertainment. It's an exciting and dynamic area, constantly evolving and adapting to changing customer demands and trends.

This book will help students to introduce with the various basic concepts related to Hospitality and Tourism Industry. The Present book aims to give students hands-on experience of Tourism and Hospitality Industries practices in very simple and lucid language.

I am are extremely grateful to Shri Dineshbhai Furia and Shri Jignesh Furia, of Nirali Prakashan for giving me this opportunity.

I am also thankful to Mr. Amol Mahabal, Mrs. Yojana G. Deshpande, Mrs. Sarika V. Supekar, Mr. Ravindra Walodare and Mr. Sachin Shinde of Nirali Prakashan for their valuable contribution in the preparation of this book.

I have given my best inputs for this book. Any suggestions towards improvements of this book are highly appreciable on niralipune@pragationline.com.

Best of Luck!!!

Author



SYLLABUS

1. INTRODUCTION TO HOSPITALITY AND TOURISM MANAGEMENT

Overview of Structure and Performances of Hospitality and Tourism Industry, Food and Lodging, Resorts, Tourism Enterprises

Major focus on orientation of customer service, cultural and economic trends and career opportunities

2. HOSPITALITY INFORMATION SYSTEMS

Application of various Information Systems to the Management of Facilities, Programs, Services, Finances and Accounting, Products, Marketing and Sales, Human Resources and Other Major Functions of Hospitality, Recreation and Tourism Organizations/Agencies.



About The Authors



Dr. Sanjay D. Chakane

M. Sc., Ph. D. (Physics)

Dr. Sanjay D. Chakane is in charge Principal, B. J. S. College, Wagholi, Maharashtra from 2000 to May 2002. Programme Co-ordinator, N.S.S. University of Pune, from Nov. 2003 to July 2010. Director, Disaster Management Cell, University of Pune, Maharashtra. Period 2005 to July 2010. Principal, (Level- 14, Basic Pay-1, 72, 200) Arts, Science and Commerce College, Indapur Tal - Indapur, Dist - Pune 411 Maharashtra. Management Council Member (SPPU, Pune), Member Senate (SPPU, Pune). He has Present post, Principal, Tikaram Jagannath College 491, Dr. Babasaheb Ambedkar Road, Khadki, Pune- 411003



Dr. SHEETAL M. RANDHIR

Ph.D.(Business Administration) M.COM.(Advance Accounting & Taxation), GDCA, NET.

Dr. Sheetal M. Randhir has 16 years of teaching experience. She is working at Tikaram Jagannath arts commerce & science college khadki as Head of Bachelor of Business Administration Department.

She has contributed number of text books for F. Y. B.COM & T. Y. B. Com, She has also contributed number of articles and research papers in the reputed National / International journals and magazines. Her Research has done five world record. She is

Ph.D. Guide and she is member of Advisor Board of Education at WSMAC – CALIFORNIA (USA).

She is Global Ambassador of "THE WORLD PEOPLES FORUM TWPF @BTYA, BANGLADESH" M. REG. ID NO 020552.

She is member and official volunteer of various International Organizations like, - UNESCO, United Nations, International Human Right Commission IHRC, and The World Peoples Forum.

She is awarded as "BEST TEACHER" by Pune Municipal Corporation, Khadki Cantonment Board.

She has felicitated as "Outstanding Teacher Award" by Indo Global Chamber of Commerce, Industries and Agriculture (IGCCIA) INDIA.

She is awarded as International Nelson Mandela Award of Best Social Worker 2020.

She is awarded by Presidential Advisory Board, the United States Of America for services promoting humanity and peace. She is also felicitated by 'GLOBAL AWARD' by Universal Record Forum- USA for services towards International Human Rights and Peace.

Recently her research on "community managed Sustainable slum development scheme (CMSSDS) model has recorded in world book of Record.

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