

AQAR 2023 - 2024



SANTHIGIRI COLLEGE OF COMPUTER SCIENCES

Affiliated to M.G. University, Approved by AICTE and Accredited by NAAC



CRITERION 1

1.2.2 Add-on Course

Course Name: Hospitality Management

Course Code: ADD-MS-03



ACADEMIC YEAR : 2023-2024

COURSE COD :

TRAINING FACULTY: Treesa Thomas

TOTAL HOURS : 30

HOSPITALITY MANAGEMENT

Unit-1

ORGANISATION OF FRONT OFFICE

Layout, Duties & responsibilities of front office staff, Symbols used in front office , Flow chart of front office with other departments. Coordination of Front office with other departments, Classification of Hotels

Unit-2

RECEPTION

Functions of receptions, qualities & duties of receptionist, communications, preparing for guest arrivals, check in & check out process, preparing of day & night receptions. registration process, preparing night clerk report. Preparing for guest arrivals, check in & check out process, preparing of day night receptions. registration process, preparing night clerk report.


Unit-3

INFORMATION SECTION

Functions of information section, Message handling , Handling guest room keys, handling mail, handling guest parcels. Reception & information, flow chart, specimen formats used

COURSE OUTCOME:

1. Will be able to understand layout, organizational structure of front office department.
2. To understand the functions and coordination's of departments in the front office.
3. To learn the duties and responsibilities of front office staff.


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VAZHYTHALA P. O., THODUPUZHA
KERALA, PIN : 685 583





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Hospitality Management

Date: 04-11-2023

Time: 25 Minutes

1. What does the term "hospitality" primarily refer to?
2. Which sector of the hospitality industry includes lodging and accommodations?
3. What is the primary goal of customer service in hospitality?
4. Which department in a hotel is responsible for room cleanliness?
5. What is the standard check-in time in most hotels?
6. What does 'F&B' stand for in the hospitality industry?
7. What is the main responsibility of a front office in a hotel?
8. Which term is used to describe the revenue generated from renting rooms?
9. What is the purpose of a concierge in a hotel?
10. What is the term for a temporary reduction in room rates to attract guests?
11. What does the term "front office" refer to in a hotel?
12. Which department is responsible for cleanliness and maintenance of rooms in a hotel?
13. What is the primary focus of revenue management in hospitality?
14. Industry-Specific Knowledge:
15. Which star rating indicates the highest standard of luxury in a hotel?
16. What is the term used for a guest staying longer than originally planned?
17. What is the primary function of a restaurant's maître d'?
18. Which type of menu offers a fixed price for a multi-course meal?
19. What is the purpose of guest feedback forms in hospitality?
20. Which international organization focuses on travel and tourism policies?


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ROLL NO.	NAME	MARKS
1	Abin Aji	A
2	Aiswarya Santhosh	B
3	Akshay Biju	B
4	Alan Abraham Shine	A
5	Alan Cherian Joseph	A+
6	Alan Manoj	A+
7	Albin Benny Paul	A+
8	Alex Tojo	C
9	Alok Varghese	B+
10	Anaswara P S	A+
11	Ann Maria Jomi	A
12	Appu Shiju	B
13	Archa S	A+
14	Arjun Rajesh	A
15	Arjun V S	B
16	Ashish P Chacko	A
17	Ashish Varkey	A+
18	Christy Joseph	A
19	Devanandha A S	A+
20	Devananda M A	B
21	Dijo Saji John	B
22	Mufeedh P	B
23	Muhammad Farhan	B
24	Muhammed Althaf	A
25	Muhammed Ameen E S	C
26	Muhammed O M	C
27	Nebin Roy	C
28	Paul Jose	B
29	Pranave Parthas	C+
30	Rysil Eldhose	B+
31	Safna Salim	A+
32	Sneha Sojan	C+
33	Sojet J	B
34	Sreelakshmi Sajeev	B
35	Sreeshna Manoj	A
36	Sudheesh P S	B+
37	Thejus Mol Salju	A
38	Udaykumar	A+



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SUMMARY REPORT

Hospitality management has been provided for 2023-2024 batch second semester BBA students.
The duration of the course was 30 hrs.

Total number of students registered - 38

Total number of students passed - 38

Grade secured

A+ = 9

A = 9

B+ = 3

B = 11

C+ = 2

C = 4

This course provides students with deep knowledge on how to develop a status in the competitive hospitality environment, it covers the organizing and managing the front office. Moreover it enhance the information how to receive the guest and registration procedures also.


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COURSE NAME: Hospitality Management		COURSE CODE: 37					
S.No.	Name	Class	4/1	5/1	8/1	10/1	12/1
1.	Abin Aji	So BBA	ABIN	ABIN	ABIN	ABIN	ABIN
2.	Aishwarya Santhosh	So BBA	Aishwarya	Aishwarya	Aishwarya	Aishwarya	Aishwarya
3.	Akshay Biju	So BBA	Akshay	Akshay	A	Akshay	Akshay
4.	Alan Abrahams Shine	So BBA	Alan	Alan	Alan	Alan	Alan
5.	Alan Cherian Joseph	So BBA	Alan	Alan	Alan	Alan	Alan
6.	Alan Manoj	So BBA	Alan	Alan	Alan	Alan	Alan
7.	Albin Benny Paul	So BBA	Albin	Albin	Albin	Albin	A
8.	Alex Tojo	So BBA	Alex	Alex	Alex	Alex	Alex
9.	Alok Varghese	So BBA	A	A	A	A	A
10.	Anarasa P.S.	So BBA	Anarasa	Anarasa	Anarasa	Anarasa	Anarasa
11.	Ann Mariya Joni	So BBA	Ann	Ann	Ann	Ann	Ann
12.	Appu Shiju	So BBA	Appu	Appu	Appu	Appu	A
13.	Archa S.	So BBA	Archa	Archa	Archa	Archa	Archa
14.	Arijun Rajesh	So BBA	Arijun	Arijun	Arijun	Arijun	Arijun
15.	Arijun V.S.	So BBA	Arijun	Arijun	Arijun	Arijun	Arijun
16.	Ashish P. Chacko	So BBA	Ashish	Ashish	Ashish	Ashish	Ashish
17.	Ashish Varkey	So BBA	Ashish	Ashish	Ashish	Ashish	Ashish
18.	Christy Joseph	So BBA	Christy	Christy	Christy	Christy	Christy
19.	Devananda MA.	So BBA	Devananda	Devananda	Devananda	Devananda	Devananda
20.	Devanandha A.S.	So BBA	Devanandha	Devanandha	Devanandha	Devanandha	Devanandha
21.	Dijo Saji John	So BBA	A	Dijo	Dijo	Dijo	Dijo
22.	Mufeedh P.	So BBA	A	Mufeedh	Mufeedh	Mufeedh	A
23.	Muhammed Farhan	So BBA	Muhammed	Muhammed	Muhammed	Muhammed	Muhammed
24.	Muhammed Althab	So BBA	Muhammed	Muhammed	Muhammed	Muhammed	Muhammed
25.	Muhammed Ameen FS	So BBA	Muhammed	Muhammed	Muhammed	Muhammed	Muhammed
26.	Muhammed OM	So BBA	Muhammed	Muhammed	Muhammed	Muhammed	Muhammed
27.	Nevin Roy	So BBA	A	Nevin	A	Nevin	Nevin
28.	Paul Jose	So BBA	Paul	Paul	Paul	Paul	Paul
29.	Pranave Parthas	So BBA	Pranave	Pranave	Pranave	Pranave	Pranave
30.	Rysil Aldhese	So BBA	Rysil	Rysil	Rysil	Rysil	Rysil
31.	Safra Salim	So BBA	Safra	Safra	Safra	Safra	Safra
32.	Sneha Sojan	So BBA	Sneha	Sneha	Sneha	Sneha	Sneha
33.	Sojet J.	So BBA	Sojet	Sojet	Sojet	Sojet	Sojet

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KERALA, PIN - 685 493

S.No.	Name	Class	4/1	5/1	8/1	11/1	12/1
34.	Sreelakshmi Sajeer	So BBA	SS	SS	SS	SS	SS
35.	Sreeshna Manoj	So BBA	SS	SS	SS	SS	SS
36.	Sudheesh P.S.	So BBA	SS	A	SS	SS	A
37.	Thejas Mol Salju	So BBA	SS	SS	SS	SS	SS
38.	Udayakumar Unnikrishnan	So BBA	uday	uday	A	uday	uday

[Signature]

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CERTIFICATE

This Is To Certify That

Mr/~~Ms~~.....*Ashish Varkey*.....
student of *BBA*. Semester*2nd*.....Programme has
completed *30*. hours Add-on course on*Hospitality...Management*..
.....from*April 10th*..... to*April 28th*..... during the
academic year*2023 - 2024*..... with*A+* grade.



[Signature]
Principal