



## **SKILL DEVELOPMENT**

1. Review international hotel chain operations in India.
2. Study the role of KSTDC in promoting hotel industry in Karnataka.
3. Practical training and Internship in Hotel Sector
4. Evaluating the Etiquette and customer service in improving efficiency of operations of hotel.

## **Reference books:**

- Anand, M. M. (1976). *Tourism and Hotel Industry in India: A Study in Management*. India: Prentice-Hall of India.
- Andrews, S. (2013). *Food and Beverage Service: A Training Manual*. India: Tata McGraw Hill.
- Andrews, S. (2013). *Hotel Housekeeping: A Training Manual*. India: McGraw Hill Education (India) Private Limited.
- Bhatia, A. K. (2002). *Tourism development: Principles and practices*. Sterling Publishers Pvt. Ltd.
- Ismail, A. (2002). *Front Office Operations and Management*. United Kingdom: Delmar Thomson Learning.
- Jones, P. (Ed.). (2008). *Handbook of hospitality operations and IT*. Routledge.
- Negi, J. (1982). *Tourism & Hoteliering: A World-wide Industry*. India: Gitanjali Publishing House.
- Raghubalan, S., Raghubalan, G. (2015). *Hotel Housekeeping: Operations and Management*. India: Oxford University Press.
- Sturman, M. C., Corgel, J. B., & Verma, R. (Eds.). (2011). *The Cornell school of hotel administration on hospitality: cutting edge thinking and practice*. John Wiley & Sons.
- Walker, J. R. (1996). *Introduction to Hospitality*. United Kingdom: Prentice Hall.
- Wood, R. C. (Ed.). *Key Concepts in Hospitality Management*. (2013). United Kingdom: SAGE Publications.