

Name: Jagathish Krishnan

Login ID: jagathish@oasis-portal.com

Course title: Executive Diploma in Culinary Art & Hospitality Management

Subject Code: CA01 Introduction to Hospitality Industry

Submitted date: 8th July 2017

**Table of Contents**

|  |  |  |
| --- | --- | --- |
| **No** | **Details** | **Page** |
| 1 | Executive Summary |  |
| 2 | Introduction |  |
| 3 | Assignment Question |  |
|  | Part 1 |  |
|  | Part 2 |  |
|  | Part 3 |  |
|  | Part 4 |  |
| 4 | Conclusion |  |
| 5 | References |  |
|  | Appendix |  |

**Executive Summary**

**Introduction**

Hospitality is large industry, hospitality is action or a service between the guest and the host. Whichever business that collaborate with a service to the customer is called hospitality. Hospitality is how we take care of a stranger when they come to us for a shelter and also how we react and make them comfortable with us. Other than that this industry is the main reason the foreigner visit our country with joy and happy.

**Assignment Questions**

**Question 1**

**In a brief but comprehensive response, define the hospitality industry.**

**WHAT IS HOSPITALITY**

Hospitality is the word define relationship between a guest and a host, that the guest is well received with a goodwill. Once we receive guest we welcome them, greet them and ask politely for what they want. Hospitality is a multiple group such as facility maintenance and direct operation contributed by servers, housekeepers, kitchen, bartender, human resource, management and marketing. Despite that hospitality is also about how we talk and how we react with our guest or customer. Hospitality is also a service that provide food and shelter and of cause the main priority is the safety of the customer or guest. Customer service is the service that they handle with the guest or the customer example welcoming the guest and great them and make the comfort with us. Talking about service, we should provide good food and beverages and also maintain our standard to make sure the guest is satisfied. Other than that safety is very important, always have to be more careful in this because it is our duty or responsibility to make sure all our guest are save, because once we provide them shelter and it is our duty to look after them. Despite that we should create a bond with the guest so that they can fell free with us and more over will trust us, so that they can visit our place more often. Responsibility of hospitality not just taking care of our guest or customer, it is also about taking care of their employees. One of them is providing a safe working and healthy environment for the staff, so that the staff can work much more efficient and proactive. Talking about hospitality it is a very big sector industry and people making a lot of money from this business, actually it is all started 40 BC when the ancient Greek times for the social and religious gathering. The name hospice was the origin name and it is a French word, then the name adapted to form the word hospitality which means taking care of the travelers. Greeks are the one came up with the

thermal baths there were designed for recuperation and relaxation in the past as we name it as spa in this modern day. After that comes the Romans and comes up with the idea of providing accommodation for travelers on government premises and also in the name of game they give entertainment. So, this is how hospitality was found and now in this modern world it is the biggest money making industries and largest manpower industries. When the Romans used to travel around, they sought pleasure leading to development of early inns. This was the era that started with the English travel and excursions when they built inns as their private residence. However, when the Persians along the caravan developed inns and post houses. These were used to provide accommodations and nourishments to both soldiers and couriers, it is estimated there were 10,000 post houses located 25 miles apart. This gave rise to what we know as modern day customer service as an essence hospitality. In 1282 Florence Italy, the great innkeepers integrated an association with an aim of turning hospitality into a business in its own. They had to garner a permit to import and sell wine which later led to the spread of hospitality elsewhere. It was said that the first hotel was built in this time was named as Hotel De Henry or Hotel De Salm, this hotel was built around 1788. However the first hotel tag goes to Koshu Nishiyama Hotel in japan which is said to 1300 year old.

**Assignment Questions**

**Question 2**

**What is the difference between the sectors and give example.**

Hospitality industries can be divided to some sectors and one of it is accommodation. Providing what is needed or desired for the convenience of guest is very important in this field. All around the world travelers need a place to stay safely, so this is why hospitality industries features a gamut from luxurious hotels to lavish resorts and campgrounds. While talking about accommodation, what is really happening in this service? Well the services will be from the guest welcoming until arranging the bed and breakfast. Despite that we also need to clarify any information with them and also ask for what their needs, this is so important in this service because they might be any misunderstanding if we are not communicate properly. While talking about accommodation, there are many types of accommodation like suits, resorts and budget. They are three types of accommodation services one of it is lodging, this is like a small room like motels a shelter that can keep them safe from the atrocities of nature. Apart from that are suites generally are suitable for formal sorts of staying and much more expensive compared to the regular rooms. The last type of accommodation we can say is resorts, resorts are veryfamous among the travelers because they can spent more time and also a perfect place to bring family for a vacation. This bring you close to nature and give you a break from formal routines and also we can relive from our stress. Besides that, food and beverages are also very important to a travelers. When we provide an accommodation we also should provide the food and beverages. This is one of the sector also, in this sector they don’t handle with the customer much well this sector is mostly to the cooking and making the beverages part. Example catering they cook food for big numbers of guest, like in the hotels or in an event or we can call it buffet. Beside that there is we called full service, in this service we do everything, from welcoming the guest and find the table for them. Not only that we should ask for what they need and what kind of food they looking for, and we also have to explain what kind of food that we can offer them. After that we should take the food and drinks order then key in in to the system, so that the kitchen department can start cook. We are not done yet, we also should take care of them until they are done with the food and leave the place. Other than that now day’s fast food are very famous in this modern world, we are very addicted to this fast food system because of the food are prepared very fast. We humans now days chasing the time very much and so prefer with this fast food, yes it is saving our time but in the other way it also giving bad health condition to us. This kind or restaurant are mostly to the fry food and prepacked food, we just go in to the restaurant and order what we need while is few minutes our food will be ready to eat. This sector is very big in this modern world but they just not providing fast food they also providing fast health problem, when we are so addicted our health can be in trouble such as obesity, heart attack, brain disorder, blood pressure and many more. By getting this kind of dieses we can have so many problems in work place and also we have to spent lot of money for the medical expenses. Well fast food also one of the hospitality industries good money making sector that is why now days there are lot of fast food restaurant. People like to travel around the world mostly for a vacation and some time it would be a business trip, we apply the word travel and tourism in this scenario which is a sector in this hospitality industries. Travel and tourism is a large sector, most of them include trains, airlines, cruise ship and several more. This is the segment that the business of moving people from one destination to another, we also can call it as transportation as well. Airline is a worldwide business, people who travel must be provided with food and beverages. Same goes to people who travels by train in a long journey they also will be provided with food and beverages as well. Every single business that provide service to a guest should be provided with food and beverages, this is why we call it hospitality we comfort our guest and Gain their trust. When we talk about travel and tourism, it is not confined to leisure and travel for fun. People travel across the globe for businesses, education, Entertainment, holidays and many other things. Like all other sector of the hospitality industry, this one also demands customer focus, leniency, relationship Management, and others integrated marketing skills for its smooth running and expansion. Hospitality industries just not only about this all, it is also about entertainment. This world is full of entertainment places and all the places need a crew to service their guest, in all the places also the food and beverages are the main key to entertain the guest. Despite that it is also about hospitality, the way we take care of the customer and create a bond with them to make sure they are fell free with us. Entertainment is a key category of the hospitality industries as it involves the most important thing of hospitality entertainment is a significant part of our travel these days. Where ever we go like vacation or chill for a while, we would like to have some drinks and foods while we chit chat, not only while we chit chat also while we talk about some important business issues. This sector is a large sector example pub, bistro, chill bar, bar and many more, this are the places now days people like to go for entertain their self. So it is very important to have in the kitty as many entertainment activities as possible to make sure

attract more guest and of cause to make more profit.

**Assignment Questions**

**Question 3**

**How the resort does practices hospitality**.

Resorts are mostly luxury facilities that is much for vacationers and it is usually located around special attraction places, any theme park or any tourism places. There many types of resorts we can find example beach resort, luxury resort, destination resort, spa resorts and many more. Resort is a place that provide vacationers wants such as foods, drinks, lodging, entertainments, sports and also place to shopping on the premises. Historically, the oldest resort was built Roman Empire back then about two thousand years ago. The ancient roman created public leisure facility known as bath that could be used by both man and woman separately. Then it was evolved from their modest structure to include more facilities such as restaurant, library, gym, stores, tavern and many more. Visitors started to stay longer in fact this was resulted in adding more home like facilities such as partial kitchen attached to the room and more spacious and comfortable room. Therefore, particularly the wealthy people preferred to go on a long vacation and stay for long period, so that they can fell the place like home. There are several departments in this resorts industries that is very basic example like reception, reservations, human resource, food and beverages, billing, accounting, administration, housekeeping. In terms of services, each resorts has its own attractive packages and also the location of the resort as well. Reception is the place that a guest will go first once they enter the resort, a receptionist should greet any visitors or clients, answering the phone call or referring enquires. Reservation, this is the department that link between various internal departments and the guest. Here they check all the phone conversations, e-mail as potential reservation and also this department deals with the bookings and their management and control. The human resource team is passionate about the people, this department is all about look after their colleagues by spending time, paying attention and dedicating themselves to them. By applying new ideas and creative tools, they bring the whole organization together. This is the department that will bring up all the talented and all the right people in the right place to work, develop and grow. Well in this business food and beverages are very important, but serving guest is not the main task of the team. However the team provides personal attention in combination with an enthusiasm for food and drink to ensure the guest is very happy and satisfied. Being in this team they should also talk and serve the food and drinks with passionate so that we can create a band with the guest. Besides that, cleaning and restoration also is one of the team in this industry. The housekeeping team will always ensure that the whole place are kept well and clean, also restore whatever thing are not enough or missing. This team is very important so that all the departments will be clean and also the rooms that the guest will be well kept, this team create a beautiful environment so that the guest and also the employee fell

dazzling once enter the resort. Well this are some of the example that the resort practices hospitality to create a connation between the guest and the host. This are the main qualities that a resort should practices so maintain their business and also to attract guest.

**Assignment Questions**

**Question 4**

**Significance of the hospitality industry to its country**.

Hospitality industry is big sector industry, they make billons of turn over per year. Well this industry is growing more and more in this generation very fast. Hospitality industry around the world giving more job opportunity to those educated and also to the uneducated. Skill are very important in this field as well as language, the way we interact with a guest. So by giving lot of job to youngsters and motivate them so that they can be on their own legs and of cause to support their families. By doing this the unemployed and fresh graduate can have their opportunity to build up their career in this field and also gain some experience to make ahead further in the future. Despite that this industry generate incomes in variety of ways, the travelers put a lot of money in their travel plans these days from here the government earns revenue from the industry. Besides that, money that spent by the travelers are making income generates through the various services like hotels, restaurant and many other visiting places. Travelers also spent money on medical, cloths, foods, souvenir, transportation and entertainment by this kind of practices they supports global trade. Other than that, foreign exchange earnings will be more in the country. This is the most important contribution the industry can make to the economy of the country, by exchange foreign currency the country earns by exchanging the currency. Many countries allowed foreigner to bring in certain amount, bringing in foreign tourist are the best to the nation. Another advantage that the industry confers on to an economy is preservation of traditional industries and handicraft. Tourist all around the world take great interest in the indigenous products of the places that they visit. So communities make all efforts to maintain any quaint industry or form or they art that they specialize in. Despite that, the industry is strengthened by the government of the country investment in the sector rise too. Foreign direct investment are found more in economies which are open and have excellent growth prospect. Foreign companies collaborates with local and invest at the host country is a good opportunity and will make more other foreign companies to invest too. So this are some of the example that we can say how the hospitality does industries contribute to is country, this industry is one of the largest and fastest growing industries in the world and the contribution to the economics of the different nation of the world in varied ways.

**Conclusion**

This assignment is all about the hospitality and tourism industries, the industries is big and large sector and growing very fast. This sector is a multi-task industry and why it is very important to the country, travelers and as well as of the foreign inverters.

**References**

Question 4 \_ Referents : www.inurture.co.in/signification-of -hospitality-and-tourism-in-a-country-/economy

THE END