

University of Kota, Kota

SEC: Introduction to Tourism and Hospitality

Course Code:

Credits:02

Course Objectives: The course aims to provide students with basic knowledge of the tourism and hospitality industry, its components, operations, and significance in economic and social development

Learning out comes : After completing this course, students will be able to understand the basic concepts and components of tourism and hospitality. They will gain knowledge about tourism operations, hotel functions, customer service, and emerging trends in the industry.

Examination Scheme: For the session 2025–26, the examination of SEC will be of 50 marks. The pattern of examination for students shall consist of a single Multiple-Choice Question (MCQ) paper based on OMR, with a duration of 1½ hours. There will be a total of 50 questions, with 10 questions from each unit. All questions are mandatory to attempt. Passing marks for UG is 40%.

Introduction to Tourism and Hospitality

Unit I: Introduction to Tourism - Meaning, definition, and concepts of tourism, Types and forms of tourism, Components of tourism industry

Unit II: Tourism products and attractions, Importance of tourism in economic and cultural development

Unit III: Introduction to Hospitality - Meaning and scope of hospitality industry, Relationship between tourism and hospitality, Types of accommodation and food service establishments, Basic departments in hotels and their functions, Role of hospitality in guest satisfaction

Unit IV: Guest cycle – Guest stay process in a hotel – Major processes and stages associated with it – Reservation, Registration, Guest complaints etc.

Unit V: Tourism and Hospitality Operations - Travel agencies and tour operators, Transportation in tourism, Customer service and communication skills, Role of technology in tourism and hospitality

Suggestive Reading

1. Singh A.K (2023): “*Tourism Travel and Hospitality Management: Principles & Practices*” Bharti Publications. ISBN-13 : 978-8119757640
2. [Murugan](#) A. (2022): “*Tourism and Hospitality Management*” New Delhi Publishers . ISBN-13 : 978-9388879743
3. Bansal L.K & Gautam P.K: “*Tourism and Hospitality Industry: An Insight.*” Neha Publisher. ISBN13 – 9789380318417