

Essential Resources for Hospitality

Comprehensive coverage of hospitality curriculum.



Textbooks and supplementary resources that cater to the needs of hotel management students and educators alike.



Dive deep into core and elective subjects supported by practical case studies and real-world examples.



New to the Fourth Edition

- Includes CV-19 protocols
- 150+ curated SOPs, formats, exhibits, informative videos, and case studies accessed through QR codes
- Pertinent chapters on 'infection prevention and control' and 'sustainability concepts in hospitality properties'
- Detailed sections on career and entrepreneurship in housekeeping, resources managed by housekeepers, wowing guests, quality management, workplace diversity, and vendor management
- Comprehensive sections on PPE, HIRA, factors in human comfort, IAQ, five senses concept, sleep science, clinically clean standards, audits, responsible procurement, rethinking hospitality design, certification of eco-sensitive properties, and energy and water efficiency ratings
- Components on Applications of Nanotechnology, Artificial Intelligence, Robotics and latest software
- Detailed discussions on ethnic textiles, themed decorations, mood boards, horticulture equipment, garden styles, hydroponics, and terrariums



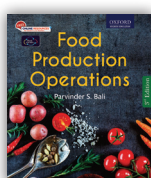
Features

- Discusses the functions of front office operations, and suggests ways and means to make them more effective
- Includes well-illustrated chapters with numerous photographs, flowcharts, illustrations, tables, and examples

Contains cases to enhance critical thinking and relate concepts to real-life situations

New to the Second Edition

- New sections: Includes new sections on cash and credit control, training and development of front office staff, and role of front office personnel in maximizing revenue
- Revised exercises: Provides new multiple-choice questions at the end of each chapter to facilitate understanding of the readers
- On the web: Augmented web resources for both teachers and students



Features

- Is based on the National Council for Hotel Management & Catering Technology (NCHMCT) syllabus
- Introduces the basics of Indian and Western cuisines
- Includes sections on food safety, new concepts in wine and food pairing, and game and poultry
- Throws light on the role of FSSAI in food industry and the importance of grooming in kitchen
- Explains the practical aspects of food production with photographs, tables, figures, and videos
- Includes assessment tools such as concept review questions and project exercises

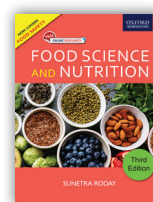


New to the Second Edition

- New chapters on Menu Knowledge, Costs, Sales, and Profit, and Food Cost Control
- New sections on EU wine regulations and labelling laws, and pairing wine with Asian food
- Augmented web resources for both teachers and students

Key Features

- Illustrates the key concepts with the help of photographs of various table layouts and other services, sample menus, and side bars
- Provides a detailed description of the various types of wines, non-alcoholic beverages, guéridon service, and specialized service skills for breakfast, afternoon tea, brunch, and so on
- Includes the French terms used for the various staff members, menu, and dishes



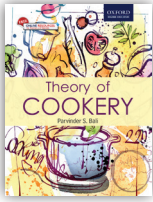
Features

- Completely matches the National Council for Hotel Management & Catering Technology (NCHMCT) syllabus for the subjects taught in the first three semesters namely food science, nutrition, and food safety
- Covers subjects taught in hospitality and hotel administration, food technology, applied sciences, home science, and nursing courses
- Provides ample examples, review questions, analytical thinking exercises, and updated reference charts and tables

New to this Edition

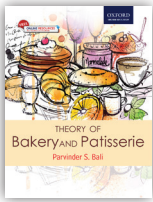
- New chapters on Food Safety and Food Standards, Regulations, and Quality Management
- An appendix on First Aid
- Extended material including the latest 'recommended dietary allowances' table; new topic on non-communicable diseases (NCDs); additional information on new packaging options, safety concerns regarding plastics, and smart packaging; dietary guidelines for cancer patients and Naturopathy, and many more.

Content tailored to the National Council for Hotel Management and Catering Technology (NCHMCT) curriculum. Ensures learning outcomes are crafted to align with industry standards.



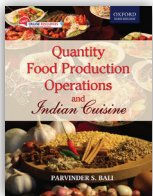
Features

- Discusses roles of various commodities used in cooking along with different methods of cooking such as sautéing, steaming, braising, microwave cooking and more in detail
- Provides important points (chef's tips) interspersed in the text to avoid accidents in the kitchen
- Explains practical aspects of cookery with photographs, tables, and figures
- Includes assessment tools such as review questions and project assignments



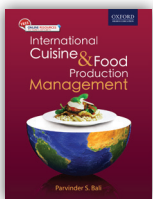
Features

- Discusses basic commodities, equipment, and creams and sauces such as marzipan, crème chantilly, meringue and many more used for baking in detail
- Provides important points and techniques (chef's tips) interspersed in the text to help the students to be more efficient, prepare better products, and avoid accidents in the kitchen
- Describes the basic operations of the halwai section of any hotel as well as the diversity in sweets of India
- Explains practical aspects of bakery with photographs, tables, and figures. Includes assessment tools such as objective and essay type questions and activities at the end of the chapters



Features

- Concepts supported by suitable photographs including 28 colour plates
- An appendix on internship training in hotels



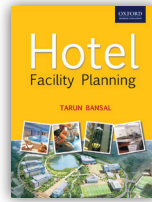
Features

- Elaborates on the culinary history, regions, specialties, famous dishes of various international cuisines such as Western, European, and Oriental
- Devotes a complete part to advanced confectionery including cakes, pastries, chocolates, desserts, cookies, and biscuits
- Includes key managerial issues such as production planning and scheduling, production quality and quantity control, forecasting and budgeting, menu costing, yield management, and new product development
- Includes 16 colour plates



Features

- Discusses topics such as budgetary, cost, and purchasing controls, which help in forecasting sales, generating revenue, and finalizing menu
- Provides a detailed chapter on various frauds and audit systems used in hotels
- Includes numerous exhibits and multiple chapter-end case studies with discussion questions based on them
- Contains chapter-end exercises including multiple choice questions, concept-review and critical thinking questions, and interesting project assignments



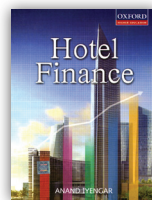
Features

- Provides guidelines on how to draft a detailed report for hotel project approval at the planning stage
- Enumerates Indian government rules and American norms for physically challenged guests
- Explains rules and procedures for network analysis and design of network models
- Includes numerous tables and thumb rules to explain key concepts
- Provides end-chapter practical assignments and concept review questions to put learning into practice
- Includes model test papers at the end of the book for self-evaluation



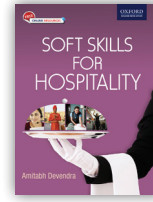
Features

- Provides numerous photographs, tables, and figures to explain the engineering systems employed in the hotel industry
- Contains many industrial examples along with simple and solved problems to explain the concepts
- Includes maintenance and troubleshooting guides of engineering systems in the hotel industry



Features

- Explains the key concepts through numerous examples, exhibits, tables, and figures
- Contains adequate self-test questions in each chapter to assess the level of understanding
- Includes solved problems, numerical illustrations, and projects that demonstrate the application of financial principles



Features

- Provides easy and engaging presentation interspersed with numerous examples, tips, and strategies
- Includes case studies on soft-skills related challenges through diverse situations such as negotiating in global environment, avoiding miscommunication at work, marketing local products amidst linguistic diversity, leading mergers, and acquisitions
- Presents practitioner Insights by industry leaders from renowned institutions such as The Leela, Michigan State University, Lemon Tree Hotels, among others Online Resources The following resources are available to support the faculty using this text:



Features

- Theory supported with audio files linked to dialogues, pronunciation and recapitulation to help improving vocabulary and pronunciation skills of a student.
- Descriptive grammar for Anglophones included with exercises to practice.
- Easy presentation for gradual and steady progression of the LSRW skills in French
- French culinary terms & French recipes add to the flavor of the textbook.



Features

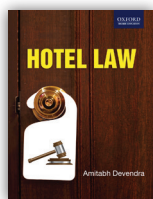
- Provides guidelines on the practical aspects of HRM in the hospitality industry
- Contains numerous examples, figures, tables, templates, and diagrams
- Provides a holistic view of the subject by taking into account the various aspects of organizational behaviour
- Discusses specific laws related to the hospitality industry
- Includes appendices on abusive supervision and counterproductive behaviour



Features

- Covers the fundamentals of computers as well as their applications in the hotel industry
- Introduces the various hotel departments to beginners who do not have exposure to hotels
- Discusses the functions of computers in revenue-generating and non-revenue-generating departments
- Includes various flow charts and case studies for a better understanding of the concepts discussed

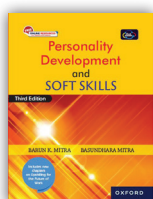
Exclusive online materials tailored to each book are available to support the faculty and students using these textbooks.



Features

- Discusses business contracts, hotel licenses and permissions, hotel insurance, labour laws, food legislation, liquor licensing, and environmental laws

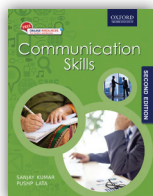
- Refers to the best international legal practices whilst explaining the Indian legal scenario
- Contains numerous Indian and global examples and real-life cases from the hospitality industry
- Provides contemporary and updated facts, figures, and industry trends
- Includes a glossary of legal terms



Features

- Provides detailed guidance on enhancing soft skills and personality development for career growth
- Offers valuable inputs on ways to navigate the digital domain

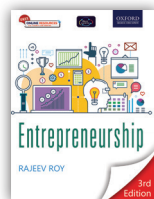
- Includes inputs on avoiding common mistakes in speaking English
- Discusses various forms of digital skills
- Presents several case studies, examples, and illustrations to elucidate the concepts discussed



Features

- Covers English grammar in detail with plenty of examples, practice tests, and exercises
- Provides numerous samples of business letters, reports, proposals, paragraphs, essays, and email correspondence

- Includes interesting illustrations in the text and Wisewell Quips series at the end of the chapters that emphasize the nuances of English language.



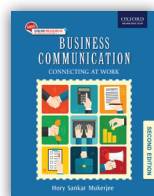
Features

- Starts with the concept of understanding entrepreneurship and throws light on contemporary approaches to it
- Discusses the various issues related to doing business in India and support given to SMEs and entrepreneurs

- Elaborates on the steps involved in composing a pitch deck
- Describes day-to-day operations of an entrepreneurial enterprise, such as human resources, networking, etc.
- Discusses growth and exit strategies

New to this edition:

- Eight new chapters
- New case studies and exhibits that highlight recent business dynamics
- Revised and updated content throughout the text



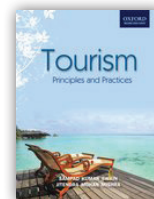
Features

- Chapters provide a crisp theoretical foundation, along with several examples, case studies, tips, and communication strategies.
- Self-assessment exercises, multiple-choice questions, concept-review questions, and critical thinking questions help students apply their learnings to solve realistic problems

- Communication mantra provided at the end of the chapter challenge the traditional way of thinking and aid in holistic development of students into better communicators.

New to the Second Edition

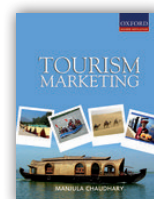
- New topics: Introduces topics such as impact of technology and social media on communication, social networking and job search, and bring your own device (BYOD).
- New Exhibits: Includes new exhibits such as failed negotiations at Singur and the Dabbawallas of Mumbai.
- Role Plays: Presents a detailed real-life corporate situation in each chapter with an activity based on it that will aid students tackle future business situations.



Features

- Adopts an integrated multidisciplinary approach to explain the various dimensions of the tourism business
- Includes over 200 exhibits, detailed chapter-end case studies, and project work in all chapters

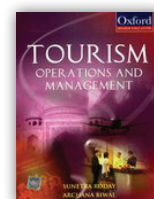
- Contains detailed cases on the latest trends in tourism, such as medical tourism, branding Indian tourism as also on Indian and global travel organizations such as IRCTC, Jet Airways, Amadeus, IATA, and SOTC
- Includes eight colour pages of photographs of various tourist destinations



Features

- Provides numerous tables and figures to explain the processes involved in tourism marketing, making learning more interesting
- Includes comprehensive case studies at the end of the book, illustrating real-life strategies related to tourism marketing

- Discusses marketing management information system (MMIS) and the various methods of demand forecasting*



Features

- Explains important concepts of tourism operations and management through industry-related examples, formats, and photographs.

- Includes topics such as travel formalities and regulations, customer service skills, tourism marketing, impact of tourism, and emerging trends in tourism.

- Covers operational areas such as setting up travel agencies and tour operations and planning itineraries.



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