

Hello viewers

I miss writing. Trust me I will catch up
I have been taking a vocational Trade Title:
Introduction to hospitality. I had work in the franchise
and hotel industrie but I never took a course. *The
hospitality teaches on the following: we study and tested on these topic

Chapter 1 Introducing Hospitality

Hospitality Through the ages

Ancient Times

Greece and Rome

Medieval Times

Coffee Houses

The new World

The French Revolution

The Nineteenth ~~Century~~ Century

The twentieth century

Welcome to you, the future Hospitality industry leaders

The pineapple Tradition

The Inter-related nature of Hospitality and Tourism

Characteristics of The Hospitality Industry

Careers

Hospitality Industry ~~philosophy~~ Philosophy

Service Philosophy Is a way of life

Sustainable Hospitality

Success in service

Moments of Truth

The focus on Service

Service and total Quality Management

The Disney Approach to Guest Service

Opening Disneyland

Career Paths

Career Goals

Is the Hospitality Industry for you

Self Assessment and Personal Philosophy

Professional organization

continue -

Trends in Hospitality and
Tourism

Chapter 2 The Hotel Business

A Brief History of Innkeeping in the United States

Hotel Development and ownership

Franchising

Is there a Franchise in your future

Referral Associations

Management Contracts

Real Estate Investment Trust

Hotel Development

The Economic Impact of Hotels

Classifications of Hotels and Lodging Properties

The Lodging Industry

Hotel Affiliations

Hotel classifications by ~~Rating~~ Rating System: AAA and Forbes

City Center and Suburban Hotels

Resort Hotels

Airport Hotels

Free way and Interstate Hotels and motels

Casino Hotels

Conference and convention Hotels

Full service Hotels

Economy / Budget Hotels

Boutique Hotels

Extended-stay Hotels and all-suites Extended-stay Hotels

~~Condo~~ Condohotels, Timeshare and mixed-use Hotels

Bed and Breakfast Inns

~~The~~ Best, Biggest and most unusual Hotels and chains

The Best Hotel chains

The Most Unusual Hotels

Timeshare, Vacation Ownership and Fractional Ownership

Travel the World through Exchange Vacations

International Perspective

Sustainable or Green Lodging

Career information

Trends in Hotel Development and management

Chapter 3 Room Division

The functions and Departments of A Hotel

Chapter 3 Room Division

Management structure

Role of the Hotel General Manager

The Executive Committee

The Departments

Rooms Division

Front office

Night ~~and~~ Auditor

Revenue management

Energy management Systems

Call Accounting Systems

Guest reservation systems

Billing Guests

Security

Guest Comfort and Convenience

Reservations

Communications CBX or PBX

Guest Services / Uniformed Services

~~Conc~~ Concierge

Housekeeping

Spas

Laundry

Sustainable Lodging

Green Hotel Initiatives

Security / Loss Prevention

Trends in Hotel and Rooms Division Operations

Chapter 4 Food and Beverage

Food and Beverage Management

Kitchen

Food outlets

Bars

Stewarding Department

Catering Department

Position Profile of a Director of Catering

Catering Event Order

Catering Service Manager

Room Service / in-room Dining

Sustainable Food and Beverage

Trends in Lodging Food and Beverage

Chapter 5 Beverages, Restaurants and Managed Services

Beverages

Wines

Light Beverage Wines

~~Sports~~ Sparkling Wines

Fortified Wines

Aromatic Wines

The History of Wine

Matching Wine with Food

Major Wine Growing Regions

How to ~~read~~ read a wine label

Wine and ~~heart~~ health

Sustainable Wine Production

Beer

The Brewing Process

Organic and Craft Beers, Microbreweries and Brewpubs

Sustainable Brewing

Spirits

Whiskies

Other Spirits

Cocktails

Non Alcoholic Beverages

Nonalcoholic Beer

Coffee

Tea

Carbonated Soft Drinks and Energy Drinks

Juices

Bottle Water

Continue Chapter 5 Beverages

Chapter 5 Beverage Restaurant and Managed Services

Bars and Beverage Operations

Bar set up

Inventory Control

~~Personnel~~

Personnel Procedures

Restaurant and Hotel Bars

Night Clubs

Brewpubs and Microbreweries

Sports Bars

Coffee Shops

Liquor Liability and The Law

Trends in the Beverage Industry

Chapter 6 The Restaurant Business

The Restaurant Business

Classical Cuisine

Food trends and Practices

Culinary Practices

Franchises

Sustainable Restaurants

Menu Planning

Needs and Desires of Guests

Capabilities of Cooks

Consistency and Availability of Menu Ingredients

~~Pricing~~ Price and Pricing Strategy

Menu Engineering

Menu Design and Layout

Classifications of Restaurants

Casual Dining and Dinner-Home Restaurants

Trends in The Restaurant Business

Chapter 7 Restaurant Management

Front of The House

Restaurant Forecasting

Service

Suggestive Selling

* Sustainable restaurant Operations

Front of the House Restaurant systems

Back of the House Restaurant systems

Back of the House operations

Food production

Kitchen/food production

Management Involvement and follow up

Employee Recognition

Restaurant Management Financials

Budget Costs in a Restaurant

Purchasing

Storing/Issuing

Budgeting

Restaurant Accounting

Lease and Controllable Expenses

Restaurant Manager Job Analysis

Trend in restaurant operations

Chapter 8 Managed Services

Overview

Airlines and Airports

In-Flight and Airport Foodservice

Military

Elementary and Secondary schools

Nutrition Education Programs

Colleges and Universities

Student Unions

Chapter 8 Managed Services

Managing Managed Services

Sustainable Managed Services

Health care facilities

Business and industry (B:I)

Managed Services other Than food

~~less~~ Leisure and Recreation

Stadium Points of Service

Other Facilities

Advantages and Disadvantages

Trends in Managed Services

Chapter 9 Tourism, Recreation, Attractions, Clubs and Gaming

Highlights of Tourism

Transportation: Its Historical Impact on Tourism

Pre-industrial Revolution

Coach, Rail and Automobile Travel

Travel by Train

Travel by Car

~~Travel~~ Rental Cars

Traveling by Bus

Travel by Air and Sea

The Hub and - Spoke System

New Airplanes

Components of Airline Profit and Loss

Cruise Ships

The Cruise Market

What is Tourism in the twenty-first century?

Benefits and ~~pros~~ prospects of Tourism

Long-term Prospect: Towards Tourism 2030 vision

The Economic impact of Tourism

The multiplier Effect

Chapter 8 Tourism, Recreation, Attractions, clubs, and Gaming

Promoters of Tourism

- State offices of Tourism
- City-level offices of Tourism and Convention Centers
- National offices of Tourism (NOTs)
- Tour operators
- Travel agencies
- Tour wholesalers and consolidators
- Destination management Companies (DMCs)
- Business Travel
- Social and Cultural Impact of Tourism
- Ecotourism
- Sustainable Tourism
- Cultural, ~~Heri~~ Heritage, Nature and volunteer Tourism
- Trends in Tourism and Travel

Chapter 10 Recreation, Attractions and clubs

Recreation, Leisure and Wellness

Government-sponsored recreation

National Parks in the United States

National Park Management

Public Recreation and Parks Agencies

Commercial Recreation - Attractions

Theme Parks

Introducing Walt Disney: A man with a vision

Magic Kingdom

Epcot

Disney's Hollywood Studios

Universal Studios

SeaWorld Parks and Entertainment

~~Hershey~~ Hershey's

Chapter 10 Recreation, Attractions and clubs

Regional Theme Parks

Dollywood

Legoland

Gatorland

Wet n' wild

Animal Attractions

Zoos

Aquariums

Historic Places and Sites

Museums

The Smithsonian Institution

The Field Museum, Chicago

Performance Arts

Destinations

Athens, Greece

London

Paris

Rome

Managing Attractions

Clubs

Size and Scope of the Club industry

Club Management

Club management structure

Types of clubs

Sustainable Golf Course Management

Non Commercial Recreation

Voluntary Organizations

Campus, Armed Forces and Employee Recreation

Recreation for Special Populations

Trends in recreation and leisure

Chapter 11 Gaming Entertainment

Gaming Entertainment

Historical Review of Gaming Entertainment

Native American Gaming

The Casino Resort: A Hospitality Buffet

What Is Gambling?

Comps: A Usual Part of an Unusual Business

Types of Casino Operations

Components of ~~Casino~~ Casino Resorts

Evolution of Gambling and Casinos

Working in a Casino Resort

Hotel Operations

Food and Beverages Operations

Casino Operations

Retail Operations

Entertainment Operations

The ~~Real~~ Mirage Effects

Sustainability in Gaming Entertainment

Career Information

Trends in the Gaming Entertainment

Chapter 12 Assemblies, Events, Attractions Leadership and Management

Developments of the Meetings, Conventions and Expositions Industry

Size and Scope of the Industry

Key Players in the Industry

Business and Association Conventions and Meetings

Destination Management Companies

Meeting Planners

Service Contractors

Types of meetings, conventions and expositions

meetings

Association Meetings

Convention and Expositions

Types of Association

Chapter 12 Assemblies, Events, Attractions, Leadership and management

Historical Associations

Types of Historical Associations

Types of Meetings

Meeting Planning

Venues for meetings, conventions and expositions

City Centers

Convention Centers

Conference Centers

Hotels and Resorts

Cruise Ships

College and ~~University~~ Universities

Sustainable meetings, conventions, and expositions

Chapter 13 Special Events

What Events Planners Do

Event Management

The Event - Planning Process

~~Challenges~~ Challenges and Tools for Event Planners and Managers

Classifications of Special Events

Corporate Events

Association Events

The Event - Planning Process

Challenges and Tools for Events Planners and managers

Classifications of special Events

Corporate Events

Association Events

Charity Ball and Fundraising Events

Social Events

Fairs and Festivals

Concerts and Sporting Events

Mega Sporting Events

Where Do Event Planners Work?

Chapter 13 Special Events

Required ~~set~~ skills and abilities for Event Management

Leadership Skills

Ability to Communicate with other Departments

Delegating

Project Management Skills

Negotiating Skills

Coordinating and Delegating Skills

Budgeting Skills

Ability to multi-task

Enthusiasm

Effective Social Skills

Ability to Form Contracts

Special Event organizations

International Festivals & Events Association

Meeting Professionals International

~~Hotel~~ Hospitality Sales and Marketing Association International

Local convention and visitors Bureaus

~~Sustainability in~~

Sustainability in special Events

The special Events job market

Chapter 14 leadership and management

Characteristics and Practices of Leaders

Definitions of Leadership

Examples of Excellence in Leadership

Demands Placed on Leaders

Hospitality Management

What is ~~management~~ management?

Who are managers?

Key Management functions

Managerial Skills

The Manager's changing Role

Sustainable Leadership

Distinction Between Leadership and Management Ethics

Ethical Dilemmas in Hospitality