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| <b>Programme-</b>   | <b>BHMN.-IInd year (III sem.) (Criminal Group)</b>                    |
| <b>Course -</b>     | <b>Hotel laws</b>   |
| <b>Course Code-</b> | <b>BHMN-314</b>   |
| <b>Sem-</b>         | <b>vth sem.</b>   |
| <b>Year-</b>        | <b>2020-21</b>  |
| <b>Unit-</b>        | <b>1</b>  |
| <b>Topic-</b>       | <b>Introduction to Indian Hospitality &amp; Related laws in india</b> |
| <b>Sub-Topic-</b>   | <b>Introduction, legal perspectives, Key Issues,</b>                  |
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## **INTRODUCTION**

The hospitality industry is possibly one of the oldest forms of business. It encompasses a wide range of business activities such as travel and tourism that includes airlines, cruise ships, car rentals, railways, and bus services; management of tourism attractions,

parks, and recreation facilities; lodging industry comprising hotels, motels, and resorts; and food and beverage industry comprising restaurant operations, event management, banqueting, organizing meeting, and conventions. The common denominator in all these business activities is Service', which is based upon the 'spirit of hospitality' of welcoming guests and looking after their needs through exceptional service. It refers to the relationship between a guest and a host, and to the act of being hospitable, that is, receiving guests and visitors cordially with goodwill and friendliness.

I have collected various responses from my students as to what constitutes service:

- Pleasing guests
- Making guests happy
- Putting a smile on a person's face
- Fulfilling guests' needs unobtrusively and efficiently

- Cooking good food and serving it stylishly
- Making guests feel at home
- Welcoming guests in a friendly manner with a warm smile

Service is defined as an act of providing goods and services to guests, and offering timely assistance in a warm and friendly manner. The *Concise Oxford Dictionary eleventh edition* defines service as 'an action or process of serving' or 'an act of assistance'.

## CHALLENGES OF THE 21ST CENTURY

A hotel general manager is traditionally required to fulfil three major requirements at all times—ensure that the owners and the head office get a return on their investments, ensure that the guests are always satisfied with the quality of services given by the hotel, and finally maintain a harmonious working environment to keep the employees happy

In order to do so, general managers have to lead from the front, have patience, display remarkable people management skills and an uncanny ability to delegate tasks, and maintain follow-up. They should also have a thorough understanding of the various technological systems that operate in the hotel, such as the property management system, the energy management system, and the guest reservation system to deliver guest satisfaction. They should also introduce game-changing ideas that result in empowerment of employees to deliver exceptional service.

With all the personnel skills and resources at his or her command, the general manager of the 21st century will have to address the following issues, which will put his or her business acumen to the test.

### **Globalization and Diversity**

The term global village was coined by Marshall McLuhan in his book *The Gutenberg Galaxy* published in 1962. It is a phrase that has been touted often to describe the interdependence single family of people around the world upon each

other and resonate-phrase *Vasudha Kutumbham*, which means that the whole world is a single family. globalization has been made possible thanks to the increase in literacy modern efficient means of transportation, the communication revolution encouraging exchange of ideas through the Internet, and the migration of people from one country to another .

Globalization in turn has led to diversity of guests visiting hotels which requires the availability of diverse multilingual staff to cater to their needs, these well heeled guests are educated and well-travelled and are familiar with hotels

### **Safety and Security-**

Post 11 September 2001 and November 2008 Mumbai terrorist attacks , hotels have had to increasingly enhance safety and security measures both for guests and employees. Terrorism is a threat, which is not likely to be contained in the near future hence hotels will have to rely on the latest technology and staff training methods to strengthen their safety and security efforts.

## **Health, Sanitation, and Hygiene**

Guests are increasingly getting more and more particular in their eating habits and

expect their meals to be prepared in a hygienic and sanitary manner. With,

governments setting more and more stringent standards of sanitation and hygiene

hotels will have to maintain high standards in their properties as failure to do may

well lead to the restaurant being de-licensed by the government.

### References:-

1. Hotel law by Amitabh Devendra
2. Hotel laws in India by Kailash chand
3. [www.hotelierindia.com](http://www.hotelierindia.com)