INTRODUCTION TO THE
HOSPITALITY INDUSTRY
HOSPITALITY INDUSTRY

- Reasons for travel
- History and development of lodging industry - International and Indian
- Defining the term - Hotel
HOSPITALITY

- From the French word “hospice”
- to provide for the weary
- take care of those traveling
- Oxford English Dictionary Defines “Hospitality is the reception and entertainment of guests, visitors or strangers with liberality and goodwill”.
- Hospitality Industry can be defined as the collection of businesses providing accommodation or food & beverage to people who are away from homes.
A BRIEF HISTORY OF TRAVEL

- First people to travel on land on a large scale were the Romans.
- Wanted to expand their Empire
- Had highways that featured wheel-changing stations and rest houses every 15 to 30 miles.

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A BRIEF HISTORY OF TRAVEL

- People in ancient times traveled for...
  - Pleasure as well
  - Sports: Olympic Games
A BRIEF HISTORY OF TRAVEL

- Health: Travel to waters and rest and recuperate from the travels – healing waters.

- Relaxation: Spas
EARLY HOSPITALITY

- Greek/Roman culture
  - Noted as early as 40 BC
  - Social and religious purposes
- Roman businessmen traveled
- Romans were the first pleasure travelers
EARLY HOSPITALITY

- After fall of roman empire, public hospitality fell to religious orders.
- Romans: believed that running a tavern was a low form occupation and usually entrusted to slaves.
MEDIEVAL PERIOD

- English travelers
- Inns were actually private homes
- Nobility stayed in monasteries
- Stagecoach became favored transportation
- Inns built along the highways were of questionable reputation
RENAISSANCE PERIOD (16TH CENTURY)

- High demand for inns and taverns.
- 1st hotel - Hotel de Henry IV 1788 built at cost of $17,500 60 beds
- Coffee houses
19TH CENTURY

- 1898 Savoy Hotel opened in London
  - General Manager was Cesar Ritz
  - Chef was Auguste Escoffier

- Delmonico’s in New York City
  - Expensive
  - 1827 – 1923
  - Bilingual menu
20TH CENTURY TRAVEL

- Travel began in 1950’s - advent of cross-continental flights.
- 1958 - Trans-Atlantic flights.
- First motel in California.
- Resurgence of inner city lodging properties.
- Interest in cruises.
EVOLUTIONS

- 1829: The Tremont House in Boston had 170 rooms, considered the first Modern American Hotel.
- In England in 1760, the Fifth Duke of Devonshire named a lodging establishment in London a hotel named as Hotel Garni.
- 1794: First hotel in the United States opened – the 70-Room City Hotel on Broadway in New York City.
LODGING PIONEERS

- Ellsworth Statler (1908) – Opened his first hotel bearing his name in Buffalo, New York. Provided telephones in every room, modern plumbing, ice water, full-size closets with lights, free morning newspapers to guests, radios at no extra charge, and developed the “Statler Service Code”.

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LODGING PIONEERS

- **Conrad Hilton** (1919) – bought his first hotel, the Mobley, in Cisco, Texas. He also purchased the Waldorf-Astoria (1949), and the entire Statler chain (1954).

- **Cesar Ritz** (1847 – 1935) – provided live orchestras in the dining room, evening dress compulsory, restricted unescorted women, private baths, built-in closets, and telephones.
LODGING PIONEERS

- Kemmons Wilson (1952) – Built the First Holiday Inn. It had a restaurant, two double beds in every room, no charge for children, huge property sign, had front desk clerk call ahead to another Holiday Inn and make reservations for their departing guest.

- Ernest Henderson (1941) – The Sheraton Chain began “The Sheraton Name”
CESAR RITZ  ERNEST HENDERSON  CONRAD HILTON
KEMMONS WILSON  STATLER

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DEFINITION OF HOTEL

A hotel or inn may be defined as an establishment whose primary business is to provide lodging facilities for the general public, and which furnishes one or more of the following services; Food and Beverage service, Room attendant service, Uniformed service etc.
HOTELS IN INDIA
GROWTH OF HOTEL INDUSTRY IN INDIA

- Sarais, Dharmshalas, chaupals of punchayats.
- Free accommodation and food.
- Run by Rajas, Kings or Zamindars.

**Mughal period :-**

- Musafir khanas and sarais
- The later period of Mughal rulers Sir Sher Shah Suri, Akbar made beautiful sarais surrounding with beautiful gardens.

**Capital Delhi :-**

- Delhi has always been traditionally hospitable.
- Evidence of this can be get from innumerable sarais in the ancient city.
During this period sarais offered a baboli (talab) a stable and dargah for prayer.
Later bimarkhana added to it for travelers.
Drinking liquor was forbidden

Outstanding sarais in Delhi

Qutab sarais, Lada sarais, Sarban sarais, Kallu sarais, Arab ki sarais, Shek sarais.

Journeys undertaken by thinkers and philosophers in the olden India.
1) Fa Hien - A.D 402
2) Hieun Tsang (626 – 643)
3) Marco polo(1273)
They mention in their books about kind of shelters provided for travelers in India.

**BRITISH INDIA**

- In Sarais started to develop like Inns in western style.

- In 18\textsuperscript{th} century excellent inns were made in India e.g.... Portuguese Georges, Parsee Georges, Paddy Georges.

- In 1840 Pallanjee Pestonjee started the first luxurious hotel in Bombay.

- In 18\textsuperscript{th} century the famous hotels in India were Albion hotel, Victory Hotel and Hope hotel.
Rs. 6 per day for room and meals.

- The beginning of the 19th century dark bungalows were made for touring officials.

**Government involvement in Tourism sector**

- In 1962 Hotel Corporation established.
- Tourism Corporation established.
- Government of India built Ashoka hotel, Lodhi Hotel, Hotel Janpat & Ranjit hotel in Delhi.
In 1956 Dewan Chamanlal Committee
- Lay down criteria for classification of hotels.
- Standardization of hotels.
- Establish the rate structure.

In 1963 Jha committee was set up by government of India to give recommendation about the development of hotels in India.

In 1964 Government of India formed a new corporation named ITDC (Indian Tourism Development Corporation).

Took over all the dak bungalows in India.
**Jamsetji Tata**

<table>
<thead>
<tr>
<th>Born</th>
<th>3rd Mar, 1839 Navsari, Gujarat</th>
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<td>Died</td>
<td>19th May, 1904 Bad Nauheim, German Empire</td>
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**Jamsetji Tata** Constructed Taj MAHAL Hotel in 1903  
**Today the company has about 82 hotels in India and abroad. The official name is** Indian Hotels Company Limited (IHCL).  
**BRAND IN TAJ GROUP**

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- **Taj** *(luxury full-service hotels, resorts and palaces)*
- **Taj Exotica** is our resort and spa brand
- **Taj Safaris** are wildlife lodges
- **The Gateway Hotel** *(upscale/mid-market)*
- **Ginger** *(economy hotels)*

**HOTEL MANAGEMENT SCHOOL**
- TAJ operates the **Indian Institute of Hotel Management, Aurangabad** since 1993
- Besides this Taj runs its own Travel agency, airport & flight catering.

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Rai Bahadur Mohan Singh Oberoi (August 15, 1898—May 3, 2002) was a renowned Indian hotelier, widely regarded as the father of 20th century India's hotel business, was the founder Chairman of Oberoi Hotels & Resorts, India's second-largest hotel company, with 35 luxury hotels in India, Sri Lanka, Nepal, Egypt, Australia and Hungary. Father of India hospitality industry. In 1949 he established the East Indian hotels (EIH).
The **Oberoi Group of Hotels** are broadly classified into two brands:

- deluxe Oberoi brand.
- and the first class international Trident Hilton brand.

- 3 cruisers
- Air port & air line catering
- Runs its own travel agency and car rentals
- Vilas properties of Oberoi group often features the leading hotels of the world.
ITC Welcomgroup Hotels, Palaces and Resorts is India’s second largest hotel chain with over 100 hotels. ITC Limited entered the hotel business on October 18, 1975, with the opening of a hotel in Chennai, which was Hotel Chola.

BRANDS IN ITC:-
The group today operates under three distinct brands:-
• ITC - Luxury Collection Hotels
• Fortune Hotels
• WelcomHeritage Hotels
Hotel Executive Training Programme :-

Kitchen Executive Training Programme

Housekeeping Executive Training Programme

This group is registered as - I T C Ltd.
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