

# Front Office

## Introduction To Hotel Industry



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# Scope

- Understand about hotel industry
- Study about it's origin
- Evolution of hotel industry





# What is Hospitality

- HOSPITALITY

It is the **Act** or **Practice** of being hospitable

Hospitality creates a relationship between **Guest** and **Host**





# Constituents of the hospitality industry.

- Hotels
- Restaurants
- Fast food outlets





# What Is Hotel ?

- **HOTEL IS A PLACE WHICH PROVIDES FOOD AND SHELTER TO THE BONAFIED GUESTS UNTIL HE/SHE IS CAPABLE TO AVAIL THE SERVICES AND PAY FOR THEM.**







# Definition of a hotel by the British Law Act, 1956

- A place where a bonafide traveller can receive food and shelter.
- Provided
  1. He/she is in a position to pay for it.
  2. He/she is in a fit condition to be received.





# Origin of Hotels

- Oldest commercial endeavours of the world.
- First 'inns' are supposed to have been originated during the 6<sup>th</sup> century B.C.
- Wheels were invented
- People started to travel





# Origin of hotels

2/2

- Industrial revolution in England brought ideas and progress.
- Development of railways and steamships
- Invention of the Aero plane.
- Now travel has become a very regular feature in the forms of social, government and business travel.







# Developments in the early stages of hotels

- Lead was taken by the emerging nations of Europe (especially Switzerland).
- Chalets: Birth of the organized hotel industry.
- Inns / Taverns in England





# The first western style hotels in India

- 1840, Pallone Pestonjee : pioneer of western style hotels in India, built The British hotel in Bombay.
- 1843, Auckland Hotel in Calcutta, later renamed The Great Eastern Hotel in 1858.
- 1871, John Wakson opened Esplanade Hotel with 130 rooms and qualified supervisory manpower.





# The first few hotels in the South by the end of the 19<sup>th</sup> century

Majority were owned and managed by the British.

- Albany
- Ashoka
- Oceanic
- Capper House
- Esplanade
- Sealand
- Dasa Prakash





# 20<sup>th</sup> century: The turning point

Promotion of tourism at the global as well as the Indian level.

- Air jet travel
- Technological advancement





# Major contributors to the Indian Hospitality Sector



- Late Jamsetji Nusserwanji Tata started the hotel business in India.
- Opened the Taj Mahal Hotel in Mumbai in 1904.
- Later formed the prestigious Taj Group of Hotels.





# Taj Mahal Hotel in Mumbai




- Gracious building
- Fronting the Mumbai harbour
- Overlooking the Gateway of India.
- Rated among the 'top ten' hotels in the world, by the Fortune magazine.
- Reputed as a leading hotel in the East.



# Oberoi Group of Hotels

- Rai Bahadur Mohan Singh got involved in the hotel business in 1922.
- Played a pace setting role in developing the hotel industry in India and abroad.
- The largest complex of luxury hotels in the East.
- Oberoi Hotels Pvt Ltd. was established with a capital of Rs 5 Lakhs in 1946.

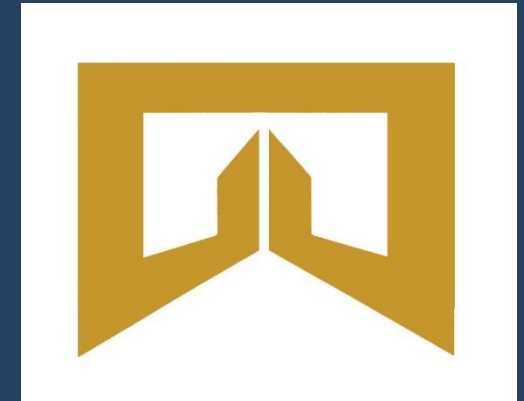
  
*Oberoi Hotels & Resorts*





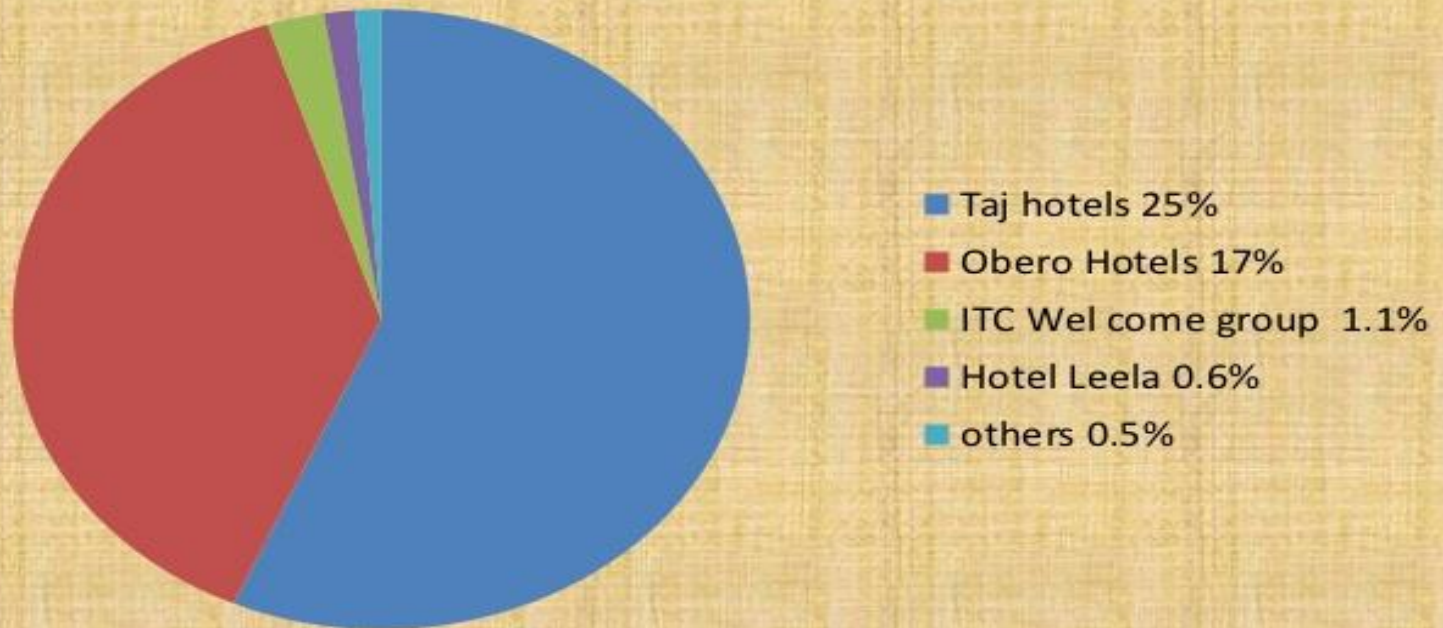
# ITC Group of Hotels

- Entered the hotel industry in 1957.
- Fastest growing group of hotels.
- Intended to come out as the largest chain of hotels in the private sector.
- Welcome Hotels. ITC-Welcomgroup brand has become synonymous with Indian hospitality.
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- Indovilles: combination of town –village , are the low cost or budget hotels.



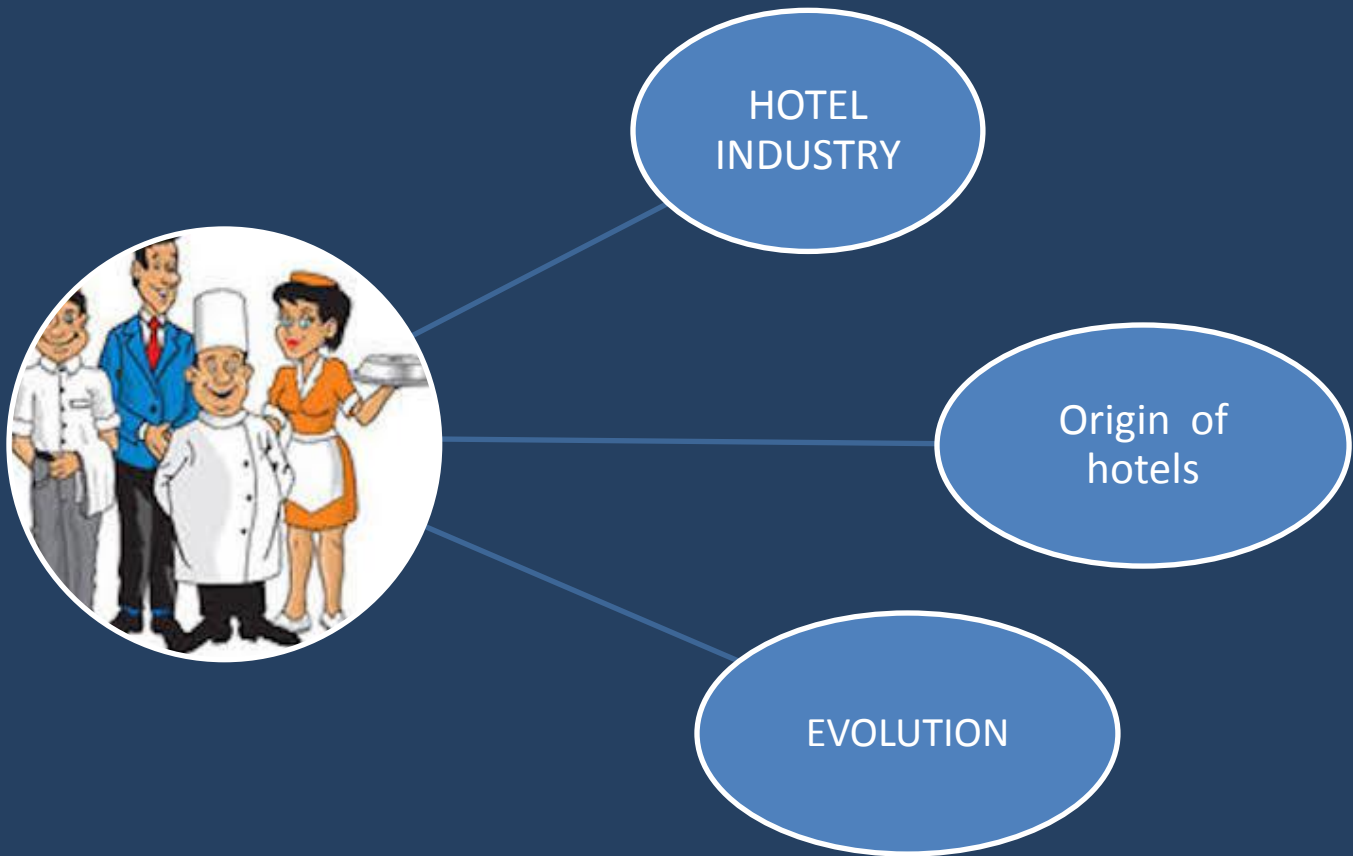


## Market share of Hotel industry in India





# Summary







# Home Work

- Search on modern trends followed by hotel industry these days



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# Next Class

.Modern era of hotel



A high-speed photograph of a single red strawberry with green leaves splashing into a pool of white milk. The milk is captured in mid-air, creating a dynamic splash around the strawberry. A semi-transparent grey horizontal bar is overlaid across the center of the image, containing the text 'Questions ?' in a bright green, bold, sans-serif font.

# Questions ?