

CONTENTS

TITLE

ACKNOWLEDGEMENT

CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF PLATES

LIST OF APPENDICES

CHAPTER NO.	CONTENTS	PAGE NO.
I	INTRODUCTION	1-14
	1.1 Justification of the study	1-10
	1.2 Statement of the Problem	10-13
	1.3 Objectives of the Study	13
	1.4 Delimitations of the Study	14
	1.5 Hypotheses of the Study	14
II	REVIEW OF LITERATURE	15-63
	2.1 Theoretical Orientation	16-55
	2.1.1 Meaning and Definition of hospitality	16-17
	2.1.2. History of Hospitality in India	17-18
	2.1.3. Hospitality as a profession for Girls	18
	2.1.4. Different departments of hospitality industry	19-21
	2.1.5. Major departments of the hotel 2.1.5.1. Front Office Department 2.1.5.2. Housekeeping Department 2.1.5.3 Food and Beverage Department	21-50
	2.1.6. Types of hospitality sectors	50-51
	2.1.7. Hospitality related concerns	51-52
	2.1.8. Role of Educational Modules in enhancing learning among Girls	52-53
	2.1.9. Safety and Security principles	53-55
	2.2 Related Research Studies	56-62

	2.2.1 Studies Conducted Outside India	59-59
	2.2.2 Studies Conducted in India	59-62
	2.3 Conclusion of Review of Literature	62-63
III	METHODOLOGY	64-78
	3.1 Research Design	65
	3.2 Variables and conceptual framework under the study	65-66
	3.3 Operational Definitions	67
	3.4 Locale of the Study	67
	3.5 Unit of Enquiry	67
	3.6 Sample size and Sampling procedure	67-68
	3.7 Selection of the Tool	68
	3.8 Description and Development of the Tool	69
	3.9 Establishment of Content Validity of the Tool	69
	3.10 Establishment of Reliability of the Tool	69-70
	3.11 Data Collection Method	70
	3.12 Data Analysis	70-75
	3.13 Development of Educational Modules	76-77
	3.14 Training Programme for the 12 th pass-out girls on Hospitality Management Operations for their employability	78
	3.15 Post-test of the respondents	78
IV	FINDINGS AND DISCUSSION	79-160
	4.1 Background Information of the respondents	80-85
	4.2 Extent of knowledge of the respondents regarding different areas of Hospitality Industry viz; Front desk Operations, Housekeeping Management Operations, Food and Beverage Operations and safety measures	86-118
	4.3 Testing of Hypothesis	119-121
	4.4 Development of Educational Modules on different departments of Hospitality Management Operations	122-157
	4.5 Training Programme for the 12 th pass-out girls on Hospitality Management Operations for their employability	158-160
V	SUMMARY AND CONCLUSION	161-174

	5.1 Summary	161-172
	5.2 Conclusion	172-173
	5.3 Implications	173-174
	5.4 Recommendations	174
	BIBLIOGRAPHY	175-179
	WEBLIOGRAPHY	180-182
	APPENDICES	183-201
	ABSTRACT	202-204