

## Table of Contents

<b>Chapter 1 – Hospitality Industry</b>	<b>p.10</b>
<b>1.1. Introduction to the Hospitality Industry</b>	<b>p.11</b>
1.1.1. The Nature of the Hospitality Industry	p.11
1.1.2. Characteristics of the Hospitality Industry	p.15
1.1.3. Relationship between the Hospitality Industry and Tourism	p.20
1.1.4. Career Prospect of the Hospitality Industry	p.22
<b>Chapter 2 – Accommodation Sector</b>	<b>p.29</b>
<b>2.1. Introduction to the Accommodation Sector</b>	<b>p.30</b>
2.1.1. Classification of Accommodation Establishment	p.30
2.1.2. Hotels and Their Classifications	p.30
2.1.3. Types of Accommodation	p.33
2.1.4. Common Types of Hotels in Hong Kong	p.38
2.1.5. Special Hotels Worldwide	p.40
2.1.6. Hotel Rating Systems	p.45
2.1.7. The Accommodation Product	p.55
2.1.8. Types of Hotel Guests	p.71
2.1.9. Types of Guest Requests	p.73

<b>2.2. Introduction to the Hotel Operations</b>	<b>p.75</b>
2.2.1. Hotel Ownership	p.75
2.2.2. Modes of Hotel Management	p.76
2.2.3. Hotel Departments	p.80
2.2.4. Rooms Division	p.87
2.2.5. Front Office Department	p.90
2.2.6. Housekeeping Department	p.127
<b>Chapter 3 – Food and Beverage Sector</b>	<b>p.157</b>
<b>3.1. Introduction to the Food and Beverage Sector</b>	<b>p.158</b>
3.1.1. Food and Beverage Operations (Hotel)	p.158
3.1.2. Classification of Food and Beverage Services	p.187
<b>3.2. Food and Beverage Service Principles</b>	<b>p.209</b>
3.2.1. Basic Knowledge of Menus	p.209
3.2.2. Basic Knowledge of Food and Beverage Services	p.239
3.2.3. Restaurant Design and Layout	p.251
3.2.4. Kitchen Layout for Different Food and Beverage Services	p.261
<b>3.3. Food Safety and Personal Hygiene</b>	<b>p.272</b>
3.3.1. Types of Food Contamination	p.272
3.3.2. Food Safety	p.287
3.3.3. Safeness in Food Handling Process	p.289
3.3.4. Personal Hygiene of Catering Practitioners	p.312

3.3.5. Fire Safety	p.320
Reference	p.324