

Books and Resources	<ul style="list-style-type: none"> • Madhuri Sharma, Essentials for hospital support services and physical infrastructure, Jaypee Brothers Publications. • Sakharkar BM, Principles of hospitals administration and planning, Jaypee Brothers publications. • S.L.GOEL, Healthcare Management and Administration, Deep & Deep Publications Pvt. Ltd., New Delhi. • Srinivasan, A.V.(ed), Managing a Modern Hospital, Chapters 12, Response Books, New Delhi • Schroedev, Roger G., Operations Management – Decision Making in Operations Function, McGrawHill, New Delhi.
Online Courses	<ul style="list-style-type: none"> • Online resources by the HSSC

Activities	
Measurable	<ul style="list-style-type: none"> • Assignments • Online Quizzes • Online games – Jeopardy, Crosswords and Word scramble • Presentations
Group	<ul style="list-style-type: none"> • Demonstration of Front Office and hospital environment • Role Plays • Field visits to industry • Guest lectures • Interaction with industry professionals