

ACCOMMODATION OPERATIONS 1**(4 Credits)****(60 hours)****Objective:**

At the end of the course students will be able to

Appreciate the placement of housekeeping as an important support department in the organisation of hotel departments, understand the importance of housekeeping in hotels and grasp the responsibilities of the department, Lay down the standard for cleaning, list the principles of cleaning, and describe the various procedures for cleaning and bed making.

Understand the importance for cleaning and maintaining the public areas.

Content:

1. Hotel Industry an over view : Classification, Star ratings, Hotel Departments
2. Housekeeping Department: Importance, Responsibilities of Housekeeping department, Organisational Structure, Housekeeping personnel, attributes of Housekeeping staff, layout of the department, Coordination with other department.
3. Planning Housekeeping Operations: The planning process – Frequency schedules, Equipment and Operating supply inventory level, Work schedules
4. Housekeeping Inventories : Cleaning equipment, Cleaning agents, Guest supplies, Linen, Uniforms
5. Composition Care and cleaning of different surfaces: Metals, Glass, Ceramics, Wood, Stone, Leather, Rubber
6. Hotel Guestrooms: Importance, Types of rooms, guestroom status, Guest floor rules
7. Standard Contents of a Guestroom: Furniture, Fixtures, fittings, Beds, mattresses, beddings, Guestroom accessories, Placement of Guest supplies.
8. Cleaning Guest rooms: Types and nature of soil, Standards of cleaning, The cleaning process.
9. Cleaning Public areas: Entrances, Lobbies, Front Desk, Elevators, Staircases, Corridors, Restrooms, Banquet halls, Dining Rooms, Leisure areas.

Pedagogy: The systems thinking will be developed through lectures, tutorials, field work, outreach activities, project work, term papers, assignments, presentations, self-study, Case Studies etc . Sessions will be interactive in nature to enable peer group learning.

Suggested Reading:

1. G. Raghubalan, Smritee Raghubalan, Hotel Housekeeping Operations and Management, Oxford University Press, Second Edition.
2. Malini Gingh, Jaya B. George, Housekeeping Operations, Design and Management, Jaico Publishing House.