

## **ACCOMMODATION OPERATIONS PRACTICALS**

**(2 Credits) (30 hours)**

### **Objective:**

Students will be prepared for performing housekeeping operations in guest rooms, public areas, handle turn down and second service,

Daily Cleaning of Rooms and Bath Rooms, Weekly Cleaning, Special/Periodic cleaning, Message/Departure/Maintenance Register & follow ups

They will be familiarised with laundry operations, flower arrangements and also interior decoration.

### **Content:**

1. Identification Of Equipment: Classify and discuss the types, uses, maintenance, storage and selection of diverse cleaning equipment.
2. Review the types, use, storage and selection of cleaning agents used by housekeeping staff
3. Standard operating procedure for Dusting
4. Standard operating procedure for Glass Polishing
5. Standard operating procedure for Brass Polishing
6. Standard operating procedure for Cleaning Of Fans And Tube Lights
7. Standard operating procedure for Toilet Cleaning
8. Cleaning Of Telephones
9. Standard operating procedure for Bed Making
10. Standard operating procedure for Daily Cleaning
11. Washing, Ironing, Folding
12. Flower Arranging
13. Interior Decoration.
14. Handling Room Transfers & Difficult Situations
15. Identification Of various formats and registers.

**Pedagogy:** Practicals on understanding accommodation operations.

### **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.
3. S.K. Kaushal, S.N. Gautam, Accommodation Operations Management, Frank Bros. & Co.