

## **ACCOMMODATION OPERATIONS 2 :            (4 Credits)    (60 hours)**

### **Objective:**

After completing the course students will be able to

Describe the documental tools used in managing housekeeping personnel, Appreciate the crucial role of a supervisor, Students will be able to understand with activities of the linen and uniform room and laundry and also be familiarised with interior designing, interior decoration, flower arrangement etc.

### **Content:**

1. Managing Housekeeping Personnel: Documents for personnel management, Determining staff strength.
2. Recruitment, Selection And Training, Scheduling, Motivating employees, Performance appraisals, Time and motion studies and job analysis, Team work and leadership, Employee Welfare And Discipline,
3. Contract And Out Sourcing: When are they considered, Contract services in HK. Hiring Contract providers, Pricing of Contracts, Advantages and Disadvantages of outsourcing.
4. Planning Housekeeping Operations: The planning process – Division of work document, Area Inventory List, performance standards, Productivity Standards.
5. Supervision In Housekeeping: Role of a supervisor, Functions of a Supervisor.
6. Budgeting In Housekeeping: Types of budgets, HK expenses, Budget planning process, Income statement of the Room division, Controlling expenses
7. Inventory Control And Stock Taking, Purchasing
8. Linen And Laundry Operations: The Linen and Uniform room, Storage of Linen, Linen exchange, Par stock, Linen control, Discards and re-use, The Laundry, Stain removal, Dry cleaning, Handling guest laundry
9. Uniforms, Sewing Room: Selection & Design of Uniforms, Establishing par levels, Issuing & Exchanging of Uniforms. Activities in the Sewing rooms, Equipments.
10. Safety And Security: Safety awareness and accident prevention, Fire prevention & fire fighting, First aid, Crime preventions, Dealing with emergencies, Lost & Found.
11. Interior Designing, interior decoration and flower arrangements.

**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. MaliniGingh, Jaya B. George, Housekeeping Operations, Design and Management, Jaico Publishing House.
3. S.K. Kaushal, S.N. Gautam, Accommodation Operations Management, Frank Bros. & Co.