

Programme: Integrated MBA Hospitality, Travel and Tourism

Course Code: HTC 106

Number of Credits:2

Title of the Course:ACCOMMODATION OPERATIONS PRACTICALS

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:

- **Identification Of Equipment: Classify and discuss the types, uses, maintenance, storage and selection of diverse cleaning equipment.**
- **Review the types, use, storage and selection of cleaning agents used by housekeeping staff**
- **Standard operating procedure for Dusting Standard operating procedure for Glass Polishing Standard operating procedure for Brass Polishing**
- **Standard operating procedure for Cleaning Of Fans And Tube Lights Standard operating procedure for Toilet Cleaning**
- **Cleaning Of Telephones**
- **Standard operating procedure for Bed Making Standard operating procedure for Daily Cleaning Washing, Ironing, Folding**

- Flower Arranging Interior Decoration.
- Handling Room Transfers & Difficult Situations Identification Of various formats and registers.

Pedagogy: Practicals on understanding accommodation operations.

Minimum depth coverage will be at the level of the following books:

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.