

ACCOMODATION OPERATIONS PRACTICALS (2 Credits)

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