

4. HOTEL MANAGEMENT

1. INTRODUCTION:

History and mythology have always landed the Indian culture for its great tradition hospitality. Entertaining the guest to his or her satisfaction has been a customer of the soil. An Indian host is completely contented only when his guests are satisfied with the hospitality provided. A glance into our past reveals that providing hospitable comforts to guest have been a way of life, and different conventions of hospitality were prevalent in different periods.

The concept of House Keeping is simplest but when one considers maintaining a House of several hundred rooms under numerous public areas the task becomes gigantic. It takes a well-organized approach and technical understanding to enable housekeeping to cope up with the volume of work. A good hotel operation ensures optimal accommodations sale. This depends on several things like quality of room, decor, room facilities room cleanliness and safety in the room. For this trained and qualified housekeeping staff is required. A part from hotel Industry house keeping staff is very much in demand in Hospitals, offices, Guest House, Clubs, Railways etc., Hence there is a growing need for trained and qualified House Keeping staff.

2. OBJECTIVES OF THE COURSE

1. To develop sensitivity towards cleanliness.
2. To carryout cleaning and maintenance of different surfaces.
3. To maintain neat and pleasant appearance and high level of personal and on job hygiene
4. To develop an eye for detail, patience and cost consciousness.
5. To develop work ethics, supervisory skills.
6. To handle guest relations and deal with various unusual events like fire, theft etc.,
7. To take up responsible positions in various institutions.
8. To create avenues of self-employment.
9. To handle linen.
10. To know different services.

3. SKILLS TO BE PROVIDED

- Proper handling of cleaning equipment and materials.
- Carryout cleaning process and different types of surface.
- Maintenance of personal hygiene and environmental sanitation.
- Maintenance and beautification of premises
- Maintain public dealings

- Over all supervision of staff and institution.

4. EMPLOYMENT OPPORTUNITIES

Wage Employment

1. Room Attendant
2. Laundry Room Attendant/Linen Room Attendant
3. Uniform room Attendant
4. Valet Runner
5. Seamstress/Tailor
6. Lab Assistant/Lab Attendant
7. Assistant / Floor Supervision/Supervisor/floor public areas supervisor
8. Assistant Laundry Supervisor/Linen Room
9. House Keeper

Self-Employment

- Running of florist shop.
- Conducting classes.
- Contract services.
- Maintenance of Guest House / Guest Rooms etc.
- Maintenance of Institution of House Keeping.

5. Schemes Of Instruction Per Module

Module	Theory		On Job Training		Total	
	Hours	Weightage	Hours	Weightage	Hours	Weightage
I	72	30	216	70	288	100
Total	72	30	216	70	288	100

Schemes Of Instruction Per Week

Module	Theory	On the Job Training	Total
Modules I/II/III	6 Hours	18 Hours	24 Hours

6. **SYLLABUS**

THEORY

Time: 72 Hours: 30 Marks

MODULE – I

HOUSE KEEPING

1. Introduction of House Keeping	05
1.2 Purpose and objectives	
1.3 Importance	
1.4. Functions	
2. Organization of House Keeping Department	10
2.1 Lay-out	
2.2 Sections	
2.3 Organization chart of House keeping department	
2.4 Qualities of House Keeping Staff	
2.5 Co-ordination with other Departments	
2.6 Job description	
3. Methods of Cleaning	10
3.1 Daily Cleaning	
3.2 Special Cleaning	
3.3 Spring Cleaning	
4. Linen Room	08
4.1 Importance of Linen Room	
4.2 Linen Room Staff - their responsibilities	
4.3 Standard sizes of Linen	
4.4 Budgeting and Buying	
5. Uniform Room	06
5.1 Selection of Fabric	
5.2 Style of Uniforms	

5.3 Maintenance of Uniforms

5.4 Laundering of Uniforms

6. Laundry 08

6.1 Kinds of Laundries

6.2 Equipment

6.3 Supplies

6.4 Staff

6.5 Process

7. Stain Removal 10

7.1 Types of stains

7.2 Stain Removing agents

7.3 Equipment used

7.4 Rules for stain removal

8. Pest Control 06

8.1 Controlling measures

9. Interior Decoration 04

9.1 Colour

9.2 Light

9.3 Heating

9.4 Ventilation

10. Flower Arrangement 05

10.1 General Rules of Flower arrangements

10.2 Themes of flower arrangements

10.3 Accessories in flower arrangements

MODULE – I

ON THE JOB TRAINING

216 Hours

1. Visit to various hospitality Institutions 73

2. Preparation of work cards & schedules 17

3. Stain removing - Lenin, walls, floors, furnishings and fittings. 38

4. Cleaning of metals - Silver, Copper, Brass	28
5. Area Cleaning (Rooms & Public Areas) - Daily, Weekly & Spring cleaning	45
6. Flower Arrangement	10
7. Interior Decoration	05

	216

Syllabus

THEORY

MODULE – II

72 Hours: 30 Marks

FRONT OFFICE

1. Introduction to Front Office	04
1.1 Introduction	
1.2 Hierarchy	
1.3 Functions.	
1.4 Job Description.	
2. Types of Rooms	10
2.1 Hotel Industry Introductions	
2.2 Different types of Rooms	
2.3 Star Classification.	
3. Reservation	10
3.1 Importance of reservation	
3.2 Methods of reservation	
3.3 Telephone Etiquettes	
3.4 Job description of Reservation Staff	
4. Reception	10
4.1 Importance of reception	
4.2 Reception staff	
5. Bell Desk	04
5.1 Functions	

5.2 Baggage handling upon arrivals & checkouts	
5.3 Mails and Message Handling	
5.4 Minor supplies and services	
6. Front Office and Other Department s	04
6.1 House Keeping Department	
6.2 Engineering Department	
6.3 HRD Department	
6.4 Accounts Department	
6.5 F&B Department	
7. Methods of Communication	04
7.1 Importance	
7.2 Methods	
8. Key control:- Movement of Key	04
8.1 Room guest	
8.2 House-Keeping	
8.3 Front Office	
9. Safety and Precautions	02
9.1 Importance	
9.2 Fire Precautions	
9.3 The accident book	
9.4 Security & Safety Instruction	
10. Applications of Computers	20
10.1 History of Computers	
10.2 Reservation & Billing	
10.3 MS-DOS	

72

MODULE – II

<u>ON THE JOB TRAINING</u>	216 hours
1. Telephone Manners	30

2.	Key handling procedures	30
3.	Mail handling	21
4.	Handling of Guests	45
5.	Bill handling	15
6.	Types of Rooms	30
7.	Reservation + Cancellation	15
8.	Computer Applications	30

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Syllabus

MODULE – IIII

THEORY

72 Hours: 30 Marks

Food & Beverage Services

1	Introduction to Catering Industry	10
	1.1 History growth & Development	
	1.2 Career opportunities	
2.	Introduction to F& B Service Department	06
3.	Menu	10
	3.1 Types,	
	3.2 Planning,	
	3.3 Table setting	
	3.4 Service sequence	
4.	Waiting at the table	06
5.	Taking Guest Orders	06
6.	Grooming	06
7.	Basic Etiquette of F&B Staff	06
8.	Service Equipment	06
9.	Room Service	06
10.	Banquet & Budgeting	10

MODULE – III**ON THE JOB TRAINING**

1.	Polishing of cutlery, crockery, glassware	45
2.	Service Sequence	45
3.	Layout for tray service	45
4.	Buffets & Banquets	45
5.	Food & Accompaniments	36

		216

ON THE JOB TRAINING

This provides an opportunity to work under Industrial conditions to gain first hand knowledge and to use practical skills.

- Hotels (All stars) Public and Private Sectors,
- Hospitals
- Other Lodging Institutions like Guest Houses, Dharmashalas, Offices, Community Halls & Clubs.

7. LIST OF TOOLS & EQUIPMENT

<u>Sl. no.</u>	<u>Name of the item</u>	<u>Quantity</u>
01.	Vacuum cleaner small & large	1
02.	Washing Machine	1
03.	Iron Automatic	2
04.	Ironing Boards & Tables	1
05.	Chamber maid stool	1
06.	Suction Washer	1
07.	Sinks (Steel with drain board)	2
08.	House Maid box	1
09.	Steel Almarah	2
10.	Steel Lockers	1
11.	Demonstration table	2
12.	Fashion Maker	1

13.	Single Bed	1
14.	Double Bed	1
15.	Mattress and Pillows	2
16.	Sofa set with chairs	1
17.	Center Table	1
18.	Bedside table	4
19.	Dressing –cum-drawing table	1
20.	Ward-robe with hangers	1
21.	Table and stools	20
22.	Table lamps	2
23.	Ladder	1
24.	Mobile uniform stand	1
25.	Hangers	12
26.	Racks metal	2
27.	Line Trolley	1
28.	Hampers (Boxes)	2
29.	First Aid Kit	1

Bathroom Accessories

30.	Batli Tub	1
31.	W.C.Set	1
32.	Sanitary unit with mirror in wall	1
33.	Sanitary Bin	1
34.	Towel rack and vial	1
35.	Computer	1

List of Consumable Items

1. Brooms and brushes
2. Cleaning and polishing clothe
3. Containers
4. Bags
5. Cleaning Material
6. Insecticides

8. QUALIFICATION FOR TEACHING FACULTY

1. M.Sc. (Home Science) in Home Management with a Diploma in House Keeping / Two years experience in House Keeping in any institution.

2. Three-year degree in Hotel Management and three years of experience in House Keeping Department of a Star Hotel.
3. Lab Assistant with knowledge of Science subject.

9. REFERENCE BOOKS

1. Sudhir Andrews, House Keeping Training Manual Tata Mc.Graw Hill Publishing Company Limited, New Delhi.
2. Jagmohan Negi, Hotel for Tourism, Development Economic Planning and Financial Management – New Delhi
3. John C. Branson and Margaret Lannex, Hostel and Hospital House Keeping ELBS,
4. Jane Fellow, Housekeeping supervision, The M and E catering and tourism series.
5. S. Medik The Business of Hotels.
6. Barbara Pearce “ The Word of Flower Arrangement”.
7. The practical and encyclopedia of good decorating and Home Improvement – Newyork.
8. Stella Sunder Raj – A Text Books of Household Art Orient Longmans.
9. Durga Deulkar, “Households textiles and their laundry work”, - Atma Ram and Sons Delhi.
10. Dantyagi “Fundamentals of Textiles” wither crave Orient Longmans.
11. Birendra Nath Ghose, “ A Treatise on Hygiene and Public Health Preventive and Social Medicine.
12. Peet and Thye “ House hold Equipment” John Wiley & sons.
13. Practical Encylopedia of Good Decoration and Home Improvement.

10. LIST OF PARTICIPANTS

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