

ACCOMMODATION OPERATIONS – AOM11

Objectives:

The students will be able to:

1. Identify the elements involved in the organization of accommodation operations, its functions, systems and routines.
2. Develop sensitivity and high work ethics towards cleanliness and hygiene and the factors that contribute to it.
3. Explain the activities, selection, procedures and records related to the linen and uniform room operations.
4. Explain the importance of laundry services in hotel operations; enlist the laundry equipments and laundry agents and explain their functioning in the laundry
5. Explain the implementation of policies regarding facilities and services, key control, lost and found and other routine procedures in Accommodation Operations.

Topic	Method	Hours
INTRODUCTION TO HOUSEKEEPING	Lecture method	06
Importance of housekeeping		
Areas of responsibility		
CLEANING ORGANIZATION	Lecture method	06
Definition of Cleaning		
Purpose & Principles of cleaning		
Methods of organizing cleaning (conventional and block method)		
Frequency of cleaning (daily, weekly and spring cleaning)		
CLEANING EQUIPMENT	Lecture method	10
General criteria for selection		
Manual Equipment		
Mechanical Equipment		
Use of Equipment – Hygiene and Safety factor		
Care of equipment		
CLEANING AGENTS	Lecture method	08
General criteria for selection		
Classification		
Use, Care and Storage		
HOTEL BEDMAKING	Lecture method	04
Sizes of linen		
Sizes of beds, type of beds and beddings		
STANDARD CONTENTS OF A GUEST ROOM	Lecture method	05
Standard rooms, VIP Rooms and VVIP Rooms		

Guest's special requests		
ACCOMMODATING PHYSICALLY CHALLENGED GUESTS AND LADY GUESTS	Lecture method	03
Facilities and services		
DAILY CLEANING OF GUESTROOMS & BATHROOMS	Lecture method	06
Check-Out Room		
Vacant Room		
Occupied Room		
Evening service		
Reporting & follow up of maintenance tasks		
KEYS	Lecture method	04
Types of Keys		
Computerized key cards		
Key control		
FLOOR PANTRY	Lecture method	02
Location, Layout and essential features		
Chamber Maid's trolley		
DAILY ROUTINE SYSTEMS OF HK DEPARTMENT	Lecture method	06
Reporting, Scheduling and Briefing of staff		
Room Occupancy Report		
Guest Room Inspection		
Handing over at the end of the shift		
Entering Checklists, Floor Register, Work Orders, Log.		
Exchange of linen with necessary records		
COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES	Lecture method	08
Metals		
Glass		
Leather, Leatherites, Rexines		
Plastic		
Ceramics		
Wood		
PUBLIC AREA CLEANING	Lecture method	06
Front-of-the-house Areas		
Back-of-the house Areas		
LOST AND FOUND	Lecture method	02
Procedure		

Record Maintained		
LINEN ROOM MANAGEMENT		20
Activities of the linen room	Lecture method	
Location, planning and layout of the linen room	Assignment	
Linen items used in the hotel	Lecture method	
Selection criteria for various linen items		
Calculation of linen requirements		
Purchase of linen		
Linen cycle and linen control		
Daily routine control of linen procedures and records		
Stocktaking procedures and records		
Recycling of discarded linen		
The importance of providing uniforms to staff		
Selection and design of uniforms		
Issuing and exchange of uniforms Procedures and records		
Planning the layout of the uniform room	Assignment	
Activities of the sewing sections		
Areas and equipment to be provided		
COORDINATING LAUNDRY SERVICES	Lecture method	24
Feasibility of establishing an On premises Laundry		
Advantages and disadvantages		
Flow process chart of industrial laundry		
Stages in the wash cycle		
Laundry equipment and their functions	Field visit/Film	
Location and planning the layout of the laundry	Assignment	
Laundry agents and their role in the Laundry process		
Dry cleaning and special techniques for fabric care		
Guest laundry / Valet services		
Stain removal		
TOTAL		120

ACCOMMODATION OPERATIONS – Practical

Topic	Method	Hours
Equipment handling care and cleaning including laundry machines	Demonstration and practice	10
Setting up of a chambermaid's trolley and the floor pantry	Demonstration	04
Handling and use of detergents polishes and other chemicals	Demonstration and practice	08
Care, cleaning and polishing of different surfaces	Demonstration and practice	16
Daily cleaning of guestrooms and bathrooms	Demonstration and practice	10
Weekly, periodical & special cleaning	Demonstration and practice	10
Public area cleaning	Demonstration and practice	10
Bed making	Demonstration and practice	10
Guest room inspection	Demonstration and practice	04
Reporting maintenance and follow up	Demonstration and practice	04
Laundering and dry cleaning fabrics	Demonstration and practice	12
Stain Removal	Demonstration and Practice	10
TOTAL		106

EXAMINATION SCHEME

**PGDAOM
ACCOMMODATION OPERATION - PRACTICALS**

Maximum Marks	:	100
Pass Marks	:	50
Duration	:	03 Hrs.

MARKING PATTERN:

Personal grooming	:	05
Bed making	:	25
Cleaning task	:	20
Plan of work / work card	:	10
Laundry and Stain removal	:	20
Viva	:	10
Journal	:	10

TOTAL		<u>100</u>

FRONT OFFICE OPERATIONS – AOM12

Course objectives:

The students will be able to:

1. Demonstrate a broader knowledge of the Lodging Industry
2. Demonstrate knowledge of the basic operations of the rooms division departments within a lodging property.
3. Demonstrate a wide range of skills related to the Front Office Assistants position.
4. Explain the interrelationships between the various departments within a Lodging Operation
5. Develop skills and terminology necessary to interact with professionals in the lodging industry.
6. Develop a pleasing manner while dealing with guests.
7. Handle basic operational functions using a PMS.

Topic	Method	Hours
Introduction to Tourism & Hospitality	Lecture	6 hrs
A. Tourism and its importance B. Hospitality and its origin C. <u>Hotels, their evolution and growth</u> * D. Concepts of Service E. Brief introduction to hotel core areas with special reference to Front Office	* Group Assignment	
Classification of Hotels	Lecture	8 hrs
A. Size B. Star Classification / Facilities C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracts G. Franchise/Affiliated H. Supplementary accommodation I. Time shares and condominium J. <u>Modern Hotel Concepts – Ecotel, Boutique, All Suites, Convention Hotels</u> *	*Group Assignment	

Types of Rooms	Lecture	3 hrs
A. Single B. Double C. Twin D. Suites- penthouse, E. Studio		
Hotel Organisation	Lecture	5 hrs
A. Function areas B. Front office hierarchy C. <u>Duties and responsibilities/ Job descriptions</u> * D. Personality traits E. Business Etiquettes & Manners	*Group Assignment	
Tariff Structure	Lecture	4 hrs
A. Basis of charging B. Plans, Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporate, Travel Agents & Airlines, FHRAI, Travel writers 		
Front Office & Guest Handling	Lecture	4 hrs
Introduction to guest cycle <ul style="list-style-type: none"> - Pre arrival - Arrival - Stay - Departure and after departure 		
Reservations- Pre Arrival	Lecture	8 hrs
A. Importance of reservation B. Modes C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation, Amendments and Overbooking		
Registration- Arrival	Lecture/ Discussion	6 hrs
Information- During the Stay Activities	Lecture/ Case Study	6 hrs
A. Information services B. Message and Mail Handling C. Key Handling D. Hospitality desk E. Complaints handling procedure		

F. Guest handling G. Guest history		
Ongoing Front Office Responsibilities	Lecture	6 hrs
A. Interdepartmental Coordination B. <u>Bell Desk- Layout & Organisation *</u> C. Concierge D. Telephone Handling	* Group Assignment	
Glossary of Front Office Terminology, Signs and Abbreviations	Self Study / Discussions	4 hrs
Total:		60 hrs

NOTE: All Group assignment shall require a group of 5-6 students to work in groups before making a 20 minutes presentation. The class can be divided into a maximum of 6 groups and briefing on the scope and range of the topic assigned, may be given by the teacher. The teacher may also indicate the sources from where the students can retrieve information.

The above syllabus requires each student to participate in at least 4 assignments during the semester. Presentation may be done during the practical classes. The hours that are mentioned against each chapter are a suggestion for delivery of theory inputs only. Time may not be consumed from these hours for assignment presentation.

List of Suggestive Reference Books:

- | | |
|--|-------------------------------------|
| 1. Effective Front Office Operations- | - M. Kasavana & Steadmon |
| 2. Managing Front Office Operations- | - M. Kasavana |
| 3. Hotel Front Office | - Bruce Braham |
| 4. Check in Check out | - Jerome J Vallen |
| 5. Profitable Hotel Reception | - Derek Taylor |
| 6. Front Office Psychology | - H V Heldenbrand |
| 7. Front Office Operations and management | - Ahmed Ismail |
| 8. Front Office Management (Frank Brothers) | - Sushil Kumar Bhatnagar |

PRACTICALS- 60 hours

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|---|
| A. Appraisal of front office equipment and furniture
B. (Rack, counter bell desk)
C. Filling up of various proforma
D. Welcoming of guest
E. Telephone handling
F. Role play <ul style="list-style-type: none"> • Reservation • Arrivals |
|---|

- Luggage handling
- Message and mail handling
- Paging

HMS Training (In computer lab):

Hands on practice of computer application (Hotel Management System) related

to Front Office procedures such as

- Reservation
- Registration
- Guest History
- Message Handling

SUPERVISORY MANAGEMENT – AOM13

Objectives:

The students will be able to:

1. Explain the management process
2. Practice the skills needed for effective supervision.
3. Use leadership skills for quality enhancement

Topic	Method	Hours.
INTRODUCTION TO MANAGEMENT		06
Definition of management	Lecture Method	
The Management process	Lecture Method	
Evolution of Management	Lecture Method	
Supervisors as managers	Lecture Method	
Supervisors role in decision making and problem solving	Lecture Method	
MODERN MANAGEMENT APPROACHES	Lecture Method	06
Systems approach		
M.B.O.		
Contingency Management Approach		
Management Science Approach		
Group behaviour (organizational behaviour approach)		
MANAGEMENT SKILLS NEEDED FOR EFFECTIVE SUPERVISION	Lecture Method	02
Technical skills		
Human skills		
Conceptual skills		
THE ROLE OF THE SUPERVISOR	Lecture Method	02
Duties and responsibilities of the supervisor		
Keys to supervisory success		
FUNCTIONS OF MANAGEMENT	Lecture Method	14
Planning	Define each	

Organizing	function General characteristics Types Scope and application of each Advantages & Disadvantages	
Controlling		
Directing		
Staffing		
Coordinating		
Reporting		
MOTIVATING EMPLOYEES	Lecture Method	06
Definition of motivation		
Theories of motivation...X and Y theory, Maslows theory, Mc Cleland's theory. Motivation hygiene theory (Hertzberg's theory), Expectancy theory, Reinforcement theory		
Special Motivational techniques		
Monetary and non-monetary motivation		
Participation		
Quality of working life		
Job enrichment		
Rewards and punishments		
Job enlargement		

SUPERVISOR AS A LEADER	Lecture Method	06
Definition of leadership and importance of good leadership		
Leadership styles <ul style="list-style-type: none"> - Situation leadership contingency approach - Managerial grid (Blake and Mouton grid) - Trait approach - Four systems of management (Likert) 		
Characteristics of a successful leader		
Types of power <ul style="list-style-type: none"> - Expert power - Legitimate power - Coercive power - Reward power - Referent power 		
SUPERVISORY ROLE IN MANAGING CHANGE	Lecture Method	03
Definition and need for change		
Effects of change on staff		
The change process (three-step process)		
GROUP DYNAMICS	Lecture	03

	Method	
Group formation stages		
Team building and its importance		
Supervisors role in team building		
Effective team building techniques		
DISCIPLINING STAFF	Lecture Method	02
Importance of discipline at work place		
Discipline procedure		
WAGE STRUCTURE	Lecture method	01
Procedures, policies, statutes and laws		
IMPROVING WORK STANDARDS	Lecture Method	04
Job analysis – definition, elements and procedure of job analysis		
Reasons to conduct job analysis		
TOTAL QUALITY MANAGEMENT	Lecture Method	02
Definition, Elements and Application		
QUALITY CIRCLES & SUGGESTION SCHEMES	Lecture Method	02
Definition, Elements and Application		
SUPERVISORS ROLE IN EXCEPTIONAL CUSTOMER CARE	Lecture Method	01
	TOTAL:	60

ACCOUNTANCY – AOM14

Topic	Hrs.
INTRODUCTION TO ACCOUNTING Meaning and Definition Types and Classification Principles of accounting Systems of accounting Generally Accepted Accounting Principles (GAAP)	02
PRIMARY BOOKS (JOURNAL) Meaning and Definition Format of Journal Rules of Debit and Credit Opening entry, Simple and Compound entries Practicals	12
SECONDARY BOOK (LEDGER) Meaning and Uses Formats Posting Practicals	06
SUBSIDIARY BOOKS Need and Use Classification Purchase Book Sales Book Purchase Returns Sales Returns Journal Proper Practicals	06
CASH BOOK Meaning Advantages	08

Simple, Double and Three Column Petty Cash Book with Imprest System (simple and tabular forms) Practicals		
BANK RECONCILIATION STATEMENT Meaning Reasons for difference in Pass Book and Cash Book Balances Preparation of Bank Reconciliation Statement Practicals		06
TRIAL BALANCE Meaning Methods Advantages Limitations Practicals	Lecture Method	04
FINAL ACCOUNTS Meaning Procedure for preparation of Final Accounts Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet Adjustments (Only four) Closing Stock Pre-paid Expenses Outstanding Expenses Depreciation	Lecture Method	14
CAPITAL AND REVENUE EXPENDITURE Meaning Definition of Capital and Revenue Expenditure	Lecture Method	02
Total:		60

NOTE: USE OF CALCULATORS IS PERMITTED

COMMUNICATION – AOM15

S.No.	Topic	Hours
01	CONCEPT A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	05
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	05
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	05
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on	05

	verbal communication E. Communicative use of artefacts – furniture, plants, colours, architects etc.	
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	05
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	05
	Total:	30