



# AMITY UNIVERSITY

— UTTAR PRADESH —

## FORMAT FOR COURSE CURRICULUM

**Course Title: Accommodation Operation I**

**Course Code: HOSM123**

L	T	P/ S	SW/F W	TOTAL CREDIT UNITS
1	-	2	-	2

### **Course Objectives:**

The course is aimed to impart basic fundamental knowledge to the students about Accommodation department of a hotel, organizational structure, sub departments various responsibilities carried out by the staff, cleaning organization, cleaning aid and processes. Further this course will also make the student understand the practical task done by housekeeping department.

### **Pre-requisites:**

The student should have prerequisite knowledge of

- Information about Hotel Industry
- Basic know-how of cleaning process.

### **Student Learning Outcomes:**

On completion of the course the student will be able to:

- Comprehend the importance of housekeeping department in hotel.
- Develop the organizational structure of the housekeeping department.
- Identify the various types of cleaning agents for commercial use.
- Explain the different surfaces used in hotels.
- Identify the cleaning equipments used in hotel.
- Practically perform the cleaning of different surfaces and areas.

### **Course Contents/Syllabus: Theory**

	<b>Weightage (%)</b>
<b>Module I</b>	<b>10%</b>
<b>The Role of Housekeeping in Hospitality Operation</b> Role of Housekeeping in Guest satisfaction and repeat Business	
<b>Module II</b>	<b>20%</b>
<b>Organization Chart of the Housekeeping Department</b> <ul style="list-style-type: none"> <li>• Hierarchy in small, medium, large and chain hotels</li> <li>• Identifying Housekeeping Responsibilities</li> <li>• Personality Traits of housekeeping</li> <li>• Management Personnel</li> <li>• Duties and Responsibilities of Housekeeping staff</li> <li>• Layout of the Housekeeping Department.</li> </ul>	
<b>Module III</b>	<b>20%</b>
<b>Cleaning Organization</b> <ul style="list-style-type: none"> <li>• Principles of cleaning</li> <li>• Hygiene and safety factors in cleaning</li> <li>• Methods of organizing cleaning</li> <li>• Frequency of cleaning daily, periodic, special</li> <li>• Design features that simplify cleaning</li> <li>• Use and care of Equipment.</li> </ul>	
<b>Module IV</b>	<b>30%</b>
<b>Cleaning Agents</b> <ul style="list-style-type: none"> <li>• General Criteria for selection</li> <li>• Classification</li> <li>• Polishes</li> </ul>	

<ul style="list-style-type: none"> <li>• Floor seals</li> <li>• Use, care and storage</li> <li>• Distribution and Controls, Use of Eco-friendly products in Housekeeping.</li> </ul>	
<b>Module V</b>	<b>20%</b>
<b>Composition, Care and Cleaning of Different Surface</b> <ul style="list-style-type: none"> <li>• Metals,</li> <li>• Glass,</li> <li>• Leather,</li> <li>• Rexines,</li> <li>• Plastic,</li> <li>• Ceramics,</li> <li>• Wood,</li> <li>• Wall finishes,</li> <li>• Floor finishes.</li> </ul>	

**Pedagogy for Course Delivery:**

- The classes will be delivered in lecture with the help of Audio Visual Aid
- Case discussions as per the existing hotel trends.
- Demonstration of practical task.

**Lab/ Practicals details, if applicable:**

<b>Module I</b>	<b>15%</b>
Room Layout and Standard Supplies <ul style="list-style-type: none"> <li>• Layout of single, double, twin and suite room</li> <li>• Classification of guest supplies – amenities, guest essentials, guest expendables and guest loan items.</li> </ul>	
<b>Module II</b>	<b>15%</b>
Cleaning Equipment <ul style="list-style-type: none"> <li>• Manual Equipment</li> <li>• Electrical Equipment</li> <li>• Trolleys</li> </ul>	
<b>Module III</b>	<b>30%</b>
<b>Cleaning of different surfaces</b> <ul style="list-style-type: none"> <li>• Metals</li> <li>• Wood</li> <li>• Leather</li> <li>• Glass</li> <li>• Upholstery</li> </ul>	
<b>Module IV</b>	<b>15%</b>
<b>Dusting of various areas</b> <ul style="list-style-type: none"> <li>• Dusting of front of the house areas</li> <li>• Dusting of back of the house areas</li> </ul>	
<b>Module V</b>	<b>25%</b>
<b>Floor cleaning</b> <ul style="list-style-type: none"> <li>• Types of floor covering</li> <li>• Cleaning of stone floor</li> <li>• Cleaning of wooden floor</li> </ul>	

<ul style="list-style-type: none"> <li>Cleaning of tiles</li> </ul>	
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**Assessment/ Examination Scheme:**

<b>Theory L/T (%)</b>	<b>Lab/Practical/Studio (%)</b>	<b>TOTAL</b>
<b>50%</b>	<b>50%</b>	<b>100%</b>

**Theory Assessment (L&T):**

<b>Continuous Assessment/Internal Assessment</b>					<b>End Term Examination</b>
<b>Components (Drop down)</b>	<b>H</b>	<b>VV</b>	<b>CT</b>	<b>A</b>	<b>EE1</b>
<b>Weightage (%)</b>	5	5	15	5	70

**Lab/ Practical/ Studio Assessment:**

<b>Continuous Assessment/Internal Assessment</b>					<b>End Term Examination</b>			
<b>Components (Drop down)</b>	<b>JE</b>	<b>VV</b>	<b>LE</b>	<b>A</b>	<b>JE</b>	<b>GP</b>	<b>LE</b>	<b>VV</b>
<b>Weightage (%)</b>	5	5	15	5	10	10	40	10

**Text & References:**

*Text:*

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Hotel Housekeeping by G. Raghubalan and Smireeti Raghubalan

***References:***

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew