



AMITY UNIVERSITY
— UTAR PRADESH —

FORMAT FOR COURSE CURRICULUM

Course Title: Accommodation Operation II

Course Code: HOSM125

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

- a) Basic information about housekeeping department
- b) Organizational structure and responsibilities of the staff.
- c) Different surfaces and their cleaning and maintenance
- d) Practical part of cleaning equipments, agents and process

Student Learning Outcomes:

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

- a) Identify the different types of mattresses and beds used in hotels
- b) Define the security and key system implemented in a hotel.
- c) Know about the different sub-departments and layout of housekeeping.
- d) Identify the types of rooms and layout
- e) Differentiate between the cleaning of guest room and public area.
- f) Identify the different types of pest and their control measures to be used.
- g) Practically perform the cleaning of guest room and public areas
- h) Do morning service and evening service cleaning.

Course Contents/Syllabus: Theory

	Weightage (%)
Module I	25%
Room layout and guest supplies, types of beds and mattresses Layout of Rooms – Single, double, twin and suite. Understanding the construction of beds Types of beds Types of mattresses Selection of mattresses Guest room supplies and amenities - Standard rooms, VIP rooms, Guest's special requests	
Module II	10%
Keys Type of keys, Computerized key cards, Key control	
Module III	20%
Area Cleaning Guest rooms, Front-of-the house areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	

Module IV	20%
Pest Control Areas of Infestation, Preventive measure and Control measure	
Module V	15%
Routine Systems and Records of Housekeeping Department Reporting Staff placement, Room occupancy report, Guest room inspection, Entering checklists, Floor Register, Work Orders, Log Sheet, Lost and Found Register and Enquiry file, Maid's report and Housekeeper's report, Handover Records, Guest's Special Requests Register, Record of Special cleaning, Call Register, VIP lists.	
Module VI	10%
Inter Departmental Relationship With Front Office, With maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in Housekeeping department	

Pedagogy for Course Delivery:

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

Lab/ Practicals details, if applicable:

Module I	15%
Maid's trolley – setting up a trolley Types of maid's trolley Components of maid's trolley setting up a trolley	
Module II	30%
Bed making Making of morning bed Turndown bed/service	
Module III	20%
Daily cleaning of Guestrooms & bathrooms Morning service Turndown service Second service Cleaning of bathroom	
Module IV	25%
Public Area cleaning Cleaning of Lobby, swimming pool, F&B outlets and back office cleaning	
Module V	10%
Guest Room Inspection Preparing guest room inspection checklist Inspection process	

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Assessment/ Examination Scheme:

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

Theory Assessment (L&T):

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

Lab/ Practical/ Studio Assessment:

	Continuous Assessment/Internal Assessment				End Term Examination			
Components (Drop down)	JE	VV	LE	A	JE	GP	LE	VV
Weightage (%)	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 Wood Roy C

Managing HK Operation by Margrat M Kappa

Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi