

GUEST HOUSE MANAGEMENT

UNIT – I

1 GUEST ROOM MANAGEMENT

- 1.1 Room Reservation
- 1.2 Availability of Accommodation and Rates
- 1.3 Charges and cancellation
- Arrival and Departure
- Settlement of bills
- Deposits
- Servicing a guest room/Bathroom
- Room inspection
- Types of cleaning - Daily cleaning, Weekly Cleaning and Spring cleaning
- Turn down Service
- Special Requests
- Handling LOST and FOUND Articles
- Cleaning of other operational areas:[Lobby, Dining hall, stairways, corridors]
- Handling of linen[Guest linen ,House linen]

UNIT - II FOOD SERVICE MANAGEMENT

- Food production
- Menu Planning - Break fast, Lunch, Dinner, Snacks, Beverages.
- Food purchasing, Storage and Control
- Food production systems
- FOOD AND BEVERAGE SERVICE
- Laying /preparing the table
- Taking orders
- Service of food and beverages
- Billing
- Clearing the table
- Dish washing
- Room service

UNIT - III

STAFF MANAGEMENT

- Duty allotment
- Handling guest complaints
- Building maintenance
- Handling job orders
- Preventive maintenance
- Periodic maintenance
- Maintaining registers

UNIT - IV

HYGIENE AND SAFETY MANGEMENT

- Personal hygiene
- Work hygiene
- Fire safety
- Guest safety
- Need for security

UNIT - V ENVIRONMENTAL ISSUES

- Pest control
- Waste disposal
- Resource management

REFERENCE BOOKS :

1. Front office management- S.K. BHATNAGAR
2. Professional food beverage service management- BRIAN VARGHESE
3. Theory of cookery - K. ARORA (Frank Brothers & Company)
4. Hotel, Hostel and Hospital House keeping – BRANSON& LENNOX