

ACCOMMODATION MANAGEMENT

UNIT – I INTRODUCTION

- Role of Housekeeping (in the hotel and in guest satisfaction and Repeat Business)
- Organizational structure of house keeping Department in small, medium & large hotels.

FUNCTIONS OF HOUSE KEEPING DEPARTMENT

- Areas of cleaning – special cleaning
- Controlling cost and Budgetting
- Inventories and Record Keeping
- Dealing with Guest Lost and found

UNIT – II DUTIES AND RESPONSIBILITIES OF HOUSE KEEPING STAFF

- Executive Housekeeper
- Deputy Housekeeper
- Floor supervisor (Morning, Late duty, Night shift, routine duties explaining records maintained)
- Desk Control Supervisor (duties explaining records maintained)
- Public Area Supervisor (Routine duties explaining records maintained)
- Room Attendants – (Routine duties explaining records maintained)
- Store keeper – (Task Performed and records maintained)
- House man (Routine duties)
- A brief explanation of duties of linen and laundry staff.

CLEANING EQUIPMENTS AND AGENTS

- General consideration for selection of
 - a) Equipments
 - b) Agents
- Classification and types of Equipments with care and maintenance.
- Method of use and mechanism for each type.
- Classification of cleaning agents with its use, care and storage.
- Distribution and Control of cleaning agents.

UNIT – III FACILITIES OFFERED IN THE HOTELS

- Services offered by the hotels.
- Types of rooms (Ordinary, suites and other types)
- Inter Departmental Cooperation with other departments in the hotel.

FIBRES AND FABRICS

- ❖ Fibre- introduction
- ❖ Classification of Fibre
- ❖ Origin & characteristics of Fibres
- ❖ Methods of construction : Knitting, Weaving (Plain weave, Twill weave, Satin weave, Figured weave, Pile weave, Cellular weave)
- ❖ Finishes given to Fabrics

UNIT – IV

LAUNDRY , LINEN & UNIFORM

2.1 LAUNDRY

- ❖ Introduction
- ❖ Duties & Responsibilities of laundry personnel
- ❖ Flow process of Industrial Laundry
- ❖ Equipments & layout of laundry
- ❖ Dry cleaning & Guest laundry

2.2 LINEN & UNIFORM

- ❖ Classification & sizes of various Linen (Bed, Bath & Table linen)
- ❖ Duties & responsibilities of linen & uniform personnel
- ❖ Layout of linen / uniform room
- ❖ Storage condition , inspection & issuing of linen
- ❖ Stock taking,par stock,inventory & condemned linen maintenance
- ❖ Sewing room
- ❖ Budget

UNIT- V

STAIN REMOVAL

3.1 STAIN REMOVAL

- ❖ Definition, importance & classification of stains
- ❖ General rules & identification of stains
- ❖ Different types of stain removing agents with examples

3.2 PEST CONTROL

- ❖ Definition of pest
- ❖ Area of infestation, prevention & control of pest

3.3 FIRST AID & FIRE PREVENTION

INTERIOR DECORATION

- ❖ Importance of Interior Design
- ❖ Principle of design
- ❖ Role of colours in interior design
- ❖ Lighting & lighting system in hotels
- ❖ Floor & floor covering
- ❖ Wall & window treatment
- ❖ Furniture & Fixtures
- ❖ Role of accessories in interior decoration
- ❖ Factors affecting interior design
- ❖ Decoration on special occasion
- ❖ Re decoration & re furbishing of guest room

UNIT-V

FLOWER ARRANGEMENT

- ❖ Purpose of Flower Arrangement
- ❖ Level of placement with relevant example
- ❖ Equipments & materials to use
- ❖ Conditioning of plant materials
- ❖ Styles of flower arrangement(western, Japanese,free style)

- ❖ Principles of flower arrangement
- ❖ Decoration during various occasions

REFERENCE BOOKS

1. Hotel ,Hostel & Hospital house keeping- Joan .C.Branson & Margaret Lennox
2. House keeping supervision volume 1 & 2 – Jane Fellows
3. The professional house keeper – Georgina tucker & Madeleri schneider
4. Professional management of house keeping operations- Robert .J.Marti
5. Hotel House-keeping Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)
- 6) Accommodation and cleaning services – David M. Allen.