

ACCOMMODATION MANAGEMENT - I

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.

UNIT – II 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 – III 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.

UNIT – IV 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 – V 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.

REFERENCE BOOKS

- 1) Hotel House-keeping Training Manual – Sudhir Andrews (Tata Mc.Graw Hill Publications)
- 2) Hotel, Hostel and Hospital House-keeping – Joan Branson Margaret Lennox, (ELBS Publications)
- 3) Accommodation and cleaning services – David M. Allen.