

S I - ACCOMMODATION OPERATION - I

Course Objectives:

At the end of the semester the students would have a thorough knowledge of-

Organization of Housekeeping department and its basic functioning

All agents and equipment used for cleaning of all possible surfaces

Course Contents:

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Module I: Introduction to Housekeeping

Importance & Functions of Housekeeping

Housekeeping Areas – Front of the house, Back of the house, Guest rooms, Public Area, Maids Room, Indoor and Outdoor Areas.

Layout of Housekeeping department, Factors to be considered while planning the layout of the department, Explanation of all different areas in detail within the layout

Module II: The Role of Housekeeping in Hospitality Operation

Role of Housekeeping in Guest satisfaction and repeat Business

Coordination with other departments of the hotel – Front Office, Maintenance, F& B Service, Kitchen , Security, Stores & Purchase, HRD , Accounts, Sales and Marketing and Laundry

Module III: Organization Chart of the Housekeeping Department

Hierarchy in small, medium, large and chain hotels

Identifying Housekeeping Responsibilities

Personality Traits of housekeeping

Management Personnel

Duties and Responsibilities of Housekeeping Staff

The Professional Housekeeper

Module IV: Cleaning Organization

Types of soil, Nature of Soil

Standards of cleaning

Science of cleaning

Principles of cleaning

Hygiene and safety factors in cleaning

Methods of organizing cleaning

Frequency of cleaning daily, periodic, special

Design features that simplify cleaning

Module V: Cleaning Agents

Classification, use, care, storage and issuing procedures

General Criteria for selection

Distribution and Control

Polishes

Floor seals

Use of Eco-friendly products in Housekeeping.

Module VI: Housekeeping Equipments and inventories

] Cleaning equipments

Cleaning agents

Guest supplies

Linen

Uniforms

Classification, use, care & maintenance

Selection & purchase criteria