

BHM -103P: Accommodation & Front Office Foundation -I

- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office and Housekeeping.
- Familiarisation with equipments and tools
- Rooms layout and standard supplies. (Amenities)
- DO'S and Don'ts for new entrants/employees in the front office
- Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Practical examination will be jointly conducted by one internal and one external examiner.

Suggested Readings:

- Hotel Front Office Operations and Management- Jatashankar R Tewari, Oxford University Press.
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications