

Semester – II **BHM -203T: Accommodation & Front Office Foundation -II**

Theory: 4 Credits

Practical: 2 Credits

Objective: to make the students aware of different sections, equipments and procedures of rooms division. **Course Contents:**

Unit – 1 Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Unit – 2 Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit – 3 Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

Unit – 4 The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

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- Identification and familiarisation with cleaning equipments and agents.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping Identification and familiarisation with front desk equipments and Performa's. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Role play:
 - At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
 - At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
 - Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

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

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel Front Office Operations and Management- Jatashankar R Tewari, Oxford University Press.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.