

## Semester – IV BHM – 403T: Accommodation & Front Office Operations -II

Theory: 4 Credits

Practical: 2 Credits

**Objective:** to familiarize the students with different operational aspects of both the departments in rooms division.

### Course Contents:

**Unit – 1 Cleaning of Public Areas:** Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

**Unit – 2 Special Provisions for Guests, Safety, Security and First Aid:** Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children. The Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration

**Unit – 3 The Guest Stay with Hotel:** Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques, Communicating with guests.

**Unit – 4 The Guest Departure and Post Departure Services at Front Desk:** The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of –room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services

### BHM – 403P: Accommodation & Front Office Operations -II:

1. Identification and familiarisation with cleaning of Public Areas in Hotels.
2. Develop an understanding about requirements of different guests, with children, business travellers, single woman traveller, differently abled travellers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively.
3. Handling guest Check - In , Registration, Facilitation during stay at Hotel, Billing, Related Performa's.
4. Skills to handle guest accounting and departure (fits and groups)
5. Role play: In ref to the theory syllabus

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 Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Hotel Front Office Operations and Management—Jatashankar R Tewari, Oxford University Press.
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers