



Name of Faculty	:	Faculty of Hospitality & Tourism
Name of Program	:	Bachelors in Hotel & Tourism Management (BHTM)
Course Code	:	1BHT02
Course Title	:	Introduction to Accommodation Operations
Type of Course	:	Professional Core (PC)
Year of Introduction	:	2023-24

Prerequisite	:	A foundational course in the field of hospitality management or a related subject.
Course Objective	:	Develop a comprehensive understanding of accommodation operations through the application, analysis, evaluation, and comprehension of various aspects of housekeeping management, daily operations planning, guestroom and public area handling, maintenance and control desk procedures, safety and security measures, and floral arrangements.
Course Outcomes	:	At the end of this course, students will be able to:
	CO1	Demonstrate understanding of the significance of housekeeping in hotels, analyze the organizational structure of the housekeeping department, and evaluate the management responsibilities of the Executive Housekeeper.
	CO2	Apply knowledge of cleaning and maintaining different surfaces in guestrooms, demonstrate comprehension of procedures for contract services and inventory management, and analyze the importance of guestrooms and their layouts.
	CO3	Apply appropriate cleaning procedures for different guestroom statuses, demonstrate understanding of the tasks involved in cleaning and maintaining public areas, and evaluate guestroom bed making techniques.
	CO4	Analyze various maintenance procedures in housekeeping, utilize forms and formats for effective housekeeping management, and evaluate the handling of telephone calls, guest requests, and guestroom transfers at the control desk.
	CO5	Explain the importance of safety training in housekeeping operations, implement safety and security measures in housekeeping, and appreciate the artistic aspect of floral arrangements as part of accommodation operations.

Teaching and Examination Scheme

Teaching Scheme (Contact Hours)			Credits	Examination Marks			
				Theory Marks		Practical Marks	
L	T	P	C	SEE	CIA	SEE	CIA



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Faculty of Hospitality & Tourism
Bachelors in Hotel and Tourism Management (BHTM)
(W. E. F.: 2023-24)
Document ID: SUTEFHTB-01

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Legends: **L**-Lecture; **T**-Tutorial/Teacher Guided Theory Practice; **P** – Practical, **C** – Credit, **SEE** – Semester End Examination, **CIA** - Continuous Internal Assessment (It consists of Assignments/Seminars/Presentations/MCQ Tests, etc.)

Course Content

Unit No.	Topics	Teaching Hours	Weightage	Mapping with COs
1	<p>The Housekeeping Department & Types of Hotel Guestrooms</p> <p>The Housekeeping Department: Understand the importance of housekeeping in the hotel, Layout of the department, Interdepartmental Co-ordination. Organization of the Housekeeping Department: Illustrate the organizational structure of the housekeeping department, Discuss the job descriptions of different positions within the department. The EHK as Department Manager: Explain the management concepts, List down and illustrate the management responsibilities of the EHK.</p>	9	20%	CO1
2	<p>Planning Daily Housekeeping Operations</p> <p>Layout of Hotel Guestrooms: Explain the importance of the guestroom, Define guestroom status code, Illustrate the layout of a guestroom, Understand the importance of guestroom zoning. Composition, Care, and cleaning of Different Surfaces: Discuss the importance of maintaining different surfaces, Explain the methods of cleaning and maintaining different surfaces. Contract Services: List the types of contract services, Illustrate the pricing method for contract services. The Housekeeping Inventories: Classification of housekeeping inventories, List the types of cleaning equipment, Discuss types of linen, Explain the inventory procedure of guestroom amenities</p>	9	20%	CO2



3	Guestroom and Public Area Handling Daily cleaning of a guestroom: Understand the daily cleaning procedure for different status of guestrooms, Explain the method of handling second and turndown service, List down the closing procedure after cleaning, Discuss the guestroom bed making procedure. Cleaning Public Areas: State the importance of cleaning and maintaining the public areas, List the daily, weekly, and periodic cleaning tasks.	9	20%	CO3
4	Housekeeping Maintenance and Control Desk Housekeeping Control Desk and Maintenance: List various maintenance procedures, Illustrate the forms and formats maintained in housekeeping department, Explain the role of the control desk in coordination with other departments, Discuss the procedure of handling telephone calls, handling guest requests, handling guestroom transfer	9	20%	CO4
5	Safety and Security Measures & Floral Arrangements Housekeeping Safety and Security Measures: Explain the importance of safety training program in the housekeeping department, Discuss guestroom security and its procedures. Floral Arrangement: Discuss the types of Floral Arrangements, Explain the common flowers and foliage used for floral arrangements, Illustrate the Floral Designing Concepts.	9	20%	CO5

Suggested Distribution of Theory Marks Using Bloom's Taxonomy						
Level	Remembrance	Understanding	Application	Analyse	Evaluate	Create
Weightage	20	35	20	10	10	5

NOTE: This specification table shall be treated as a general guideline for the students and the teachers. The actual distribution of marks in the question paper may vary slightly from above table.

Suggested List of Practicums

Sr. No.	Name of Practicum	Teaching Hours
1	Understanding types of room layouts.	2
2	Familiarization with cleaning agents.	2
3	Cleaning method of different surfaces	4
4	Types of towels and folding techniques	3
5	Placement of guestroom supplies	3
6	Hotel Guestroom Bed Making Procedure	4
7	Maintaining register and records	4
8	Handling guest requests and complains.	4
9	Floral arrangements	4

Reference Books

Sr. No.	Name of Reference Books
1	"Managing Housekeeping Operation" (2 nd Ed.). Kappa, M.M. & Schappert, P.B. (1997).
2	"The Professional Housekeeper" Third Edition. Madelin Schneider and Georgina Tucker
3	"Hotel Housekeeping: Operations and Management" by G. Raghubalan and Smritee Raghubalan, published by Tata McGraw-Hill Education.
4	"Accommodation Operations" by Christine Jaszay and Cathy H. C. Hsu, published by Routledge.
5	"Professional Management of Housekeeping Operations" by Thomas J. A. Jones and Thomas C. L. Gibson, published by Wiley.
6	"Accommodation Management: Perspectives for the International Hotel Industry" by Chris Sheppardson (Publisher: CABI)

Suggested Learning Websites

Sr. No.	Name of Website
1	https://www.ieha.org/
2	http://www.setupmyhotel.com/
3	https://www.hospitalitynet.org/
4	https://www.ehotelier.com/
6	https://www.hotelmanagement.net/