

Name of Faculty	:	Faculty of Hospitality & Tourism
Name of Program	:	Diploma in Hotel & Tourism Management (DHTM)
Course Code	:	2DHT02
Course Title	:	Introduction to Accommodation Operations -I
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	:	The course aims to provide students with a comprehensive understanding of housekeeping operations, including maintenance, cleaning, inventory control, communication, and leadership skills in the context of the hospitality industry.
Course Outcomes	:	At the end of this course, students will be able to:
	CO1	Define and describe the key roles and responsibilities in housekeeping
	CO2	Demonstrate various cleaning techniques and apply appropriate cleaning agents for different surfaces
	CO3	Analyse and implement effective inventory management strategies in housekeeping operations
	CO4	Employ effective communication skills and handle guest complaints with professionalism and empathy
	CO5	Identify leadership qualities and demonstrate basic supervisory skills in housekeeping operations

Teaching and Examination Scheme

Teaching Scheme (Contact Hours)			Credits	Examination Marks				Total Marks
L	T	P		Theory Marks		Practical Marks		
			C	SEE	CIA	SEE	CIA	
3	0	2	4	70	30	30	20	150

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	Introduction to Housekeeping Operations <ul style="list-style-type: none"> Overview of Housekeeping: Definition, importance, and role of housekeeping in the hospitality industry. Housekeeping Department: Structure, organization, and key positions in the department. Housekeeping Procedures: Introduction to standard operating procedures (SOPs) in housekeeping operations. Housekeeping Tools and Equipment: Introduction to various tools, equipment, and supplies used in housekeeping. Housekeeping Safety and Hygiene: Importance of safety measures, personal hygiene, and sanitation practices in housekeeping operations. 	09	20%	CO1
2	Housekeeping Maintenance and Cleaning <ul style="list-style-type: none"> Cleaning Techniques: Introduction to different cleaning techniques for various surfaces, including dusting, sweeping, mopping, and vacuuming. Cleaning Agents and Chemicals: Overview of cleaning agents, disinfectants, and chemicals used in housekeeping, including their properties and safe usage. Cleaning Guest Rooms: Step-by-step process of cleaning guest rooms, including bed-making, bathroom cleaning, and replenishing amenities. Public Area Cleaning: Techniques for cleaning and maintaining common areas such as lobbies, corridors, elevators, and public restrooms. 	12	25%	CO2
3	Housekeeping Inventory and Control <ul style="list-style-type: none"> Inventory Management: Introduction to inventory control and stock management techniques used in housekeeping. Cost Control and Budgeting: Importance of cost control, budgeting, and tracking expenses in housekeeping. 	09	20%	CO3



	<ul style="list-style-type: none">Quality Control: Monitoring and evaluating the quality of housekeeping services, guest satisfaction, and feedback management.			
4	<p>Housekeeping Communication and Guest Relations</p> <ul style="list-style-type: none">Effective Communication Skills: Importance of clear communication, active listening, and professional etiquette in housekeeping.Interdepartmental Communication: Collaboration and communication with other departments in a hotel or hospitality establishment.Guest Relations: Introduction to guest service standards, handling guest complaints, and maintaining a positive guest experience.Front Office Coordination: Interaction and coordination with the front office department for efficient guest services and room assignments.Multicultural Awareness: Sensitivity towards diverse cultures, customs, and guest expectations in housekeeping operations.	09	20%	CO4
5	<p>Supervision and Leadership in Housekeeping</p> <ul style="list-style-type: none">Housekeeping Supervision: Roles and responsibilities of a housekeeping supervisor, including team management, scheduling, and performance evaluation.Leadership Skills: Essential leadership qualities and techniques for motivating and guiding housekeeping staff.Training and Development: Importance of ongoing training programs, skill development, and cross-training in housekeeping operations.Time Management: Efficient use of time and resources in housekeeping operations, prioritization, and task delegation.	06	15%	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	Introduction to Housekeeping Tools and Equipment	2
2	Understanding types of room layouts.	2
3	Familiarization with cleaning agents.	3
4	Cleaning method of different surfaces	4
5	Types of towels and folding techniques	3
6	Placement of guestroom supplies	4
7	Hotel Guestroom Bed Making Procedure	4
8	Maintaining register and records	4
9	Sending communications to front office	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 Georginal 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/
5	https://www.ecornell.com/
6	https://www.hotelmanagement.net/