

**SYLLABUS**  
**of**  
**Hospitality and Catering Technology**  
**Choice Based Credit System at Under Graduate Level**  
**Semester III**

**CC3: Accommodation Management**  
**Theory: 4 Credits; Practical: 2 Credits,**

**Course Contents:**

**Unit - I Accommodation Sector:** - Introduction, Concept, and its importance; Types & Classification of Hotels and Guest Houses on different basis ; Star Categorization, Heritage Hotels and others in India, Organization Structure of Hotels; Origin, growth and development of Hotel Sector in India. Foreign Hotel Chains in India

**Unit - II The Guest Accommodation:** Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Key cards, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire and emergencies

**Unit - III Hotel Front Office :** Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Guest History.

**Unit - IV Hotel Housekeeping:** Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department , All hotel categories and Guest Houses Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper, Inter departmental Coordination . Standard operating procedures for sanitation.

**Practical**

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

**Suggested Readings: -**

- Hotel Hostel and Hospital Housekeeping - Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping - Sudhir Andrews Publisher: Tata Mc Graw Hill.
- 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 - Front Office Training manual - Sudhir Andrews. Publisher: Tata Mac Graw Hill - Managing Front Office Operations - Kasavana & Brooks Educational Institution AHMA - Front Office
- Operations and management - Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry - Michael Kesavana & Cahell.
- Front Office Operations - Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks