

SEMESTER 2nd
MINOR COURSE

HCT222N: HOSPITALITY AND CATERING TECHNOLOGY (HOUSE KEEPING OPERATIONS)

CREDITS: THEORY= 04; PRACTICALS = 02

Course Outcomes: This course aims to prepare students to meet the challenges associated with the housekeeping department of a standard hotel. It will further enhance them to understand typical operations of cleaning, inventories, inventory management system and explain management functions of a house keeping department.

Learning Objectives: After the completion of this course, the students are expected to have a clear understanding and knowledge of housekeeping operations of a hotel.

(A) Theory

Unit 1: Housekeeping department organization, importance of housekeeping department, role of housekeeping in guest satisfaction & repeat business, layout of the housekeeping department.

Unit 2: Organization chart of housekeeping department- hierarchy in small, medium, large & chain hotels. Identifying housekeeping responsibilities, personality traits of housekeeping personnel, duties & responsibilities of housekeeping staff.

Unit 3: Functional areas of the housekeeping department- uniform/ linen room, flower room, laundry, tailor room, housekeeping store. Job description of functional areas of housekeeping.

Unit 4: Interdepartmental relationship with front office, food & beverage service, food production, security, maintenance, stores, accounts & personnel department. Use of computers in housekeeping.

(B) Practical

Unit 5:

One day field trip followed by reporting & presentation of housekeeping department of reputed national hotel chains & local hotel brands.

Unit 6:

One day field visit followed by reporting & presentation of housekeeping department of reputed international hotel chains.

Suggested readings

1. Aleta A. Nitschke William D. Frye *Managing Housekeeping Operations with Answer Sheet (AHLEI)*, 3rd Edition American Hotel & Lodging Association, Central Michigan University
2. Clayton W. Barrows, Tom Powers, Dennis R. Reynolds, *Introduction to Management in the Hospitality Industry*, 10th Edition Wiley publications.
3. Barbara Kanegsberg, *Handbook for Critical Cleaning: Cleaning Agents and Systems*, Second Edition, CRC press.
4. Vallen, Jerome J. Vallen, *Check in check out managing hotel operations*, Gary K. 2009, Pearson