GUJARAT TECHNOLOGICAL UNIVERSITY

Hotel Management & Catering Technology

B. E. SEMESTER: IV

Subject Name: Accommodation Operation -II
Subject Code: 143303

Theory

Sr. No	Course Content	Hrs.
1	**Public Area Cleaning:** • Routine cleaning • Weekly cleaning • Spring cleaning • Cleaning process of different areas • Elevator, Reception, Corridor, Offices, Banquets, Restaurant.	03
2	**Housekeeping Supervision** • Importance of inspection • Checklist of inspection • Typical areas where special attention is required	03
3	**Layout of Guest Rooms** • Sizes of rooms • Sizes of furniture • Furniture arrangements • Special layout provision for physically challenged guests • Principle of design • Refurbishing and redecoration	03
4	**Servicing Guest Room** • Occupied room • Checkout room • Vacant room • Turndown services • Servicing of bathroom	06
5	**Interior Decoration** • Elements of design • Color and its role in décor • Types of color schemes • Windows and window treatments • Lightening and lightening fixtures • Floor finishes • Carpets • Furniture and • Fittings accessories	09
6	**Keys and Key Control** • Types of keys • Electronic key card • Key control	03

7	**Pest Control** • Importance of pest control in an organization • Common pests found in hotels • Preventive & control measures	03
8	**Flower Arrangement** • Equipment and material required for flower arrangement • Conditioning of plant material • Styles of flower arrangement • Flower arrangement in hotels • Principles of design as applied to flower arrangement	06
9	**Horticulture** • Basic gardening tips • Tools & equipments • Landscape designing	03
10	**Linen Room** • Layout and equipment • Selection criteria for various linen items and fabrics • Purchase of linen • Linen control – procedure and records • Sock taking - procedures and records • Recycling of discarded linen, linen hire	06
11	**Uniforms** • Layout of Uniform room • Advantages of providing uniforms to staff • Issuing and exchange of uniforms • Type of uniforms • Selection and designing of uniforms	03
12	**Laundry** • Commercial and on-site laundry • Flow process of industrial laundering- OPL • Stages in the wash cycle • Laundry equipment and machines • Layout of the laundry • Laundry agents • Dry cleaning • Guest laundry • Valet service, stain removal	09
13	**Safety and security** • Safety awareness and accident prevention • Fire safety and firefighting equipment • Crime prevention and dealing with emergency situation	03

Practical

Sr. No.	Course Contents	Hrs
1	Flower arrangements	08
2	Sample layout of guest rooms, single room, double room, twin room, suite, Bed making	08
3	Landscaping, demonstrations of different equipments	08
4	First-aid	08
5	Identification of different types of fibers and fabrics used for interior decoration	08
	TOTAL	**40**

Recommended Text Books:

1. Hotel Housekeeping Operations & Management by G.Raghubalan & Smritee Raghubalan
2. Accommodation Operation Management by S.K.Kaushal & S.N.Gautam
3. Housekeeping Operations, Designs & Management by Malini Singh & Jaya.B.George
4. Hotel Housekeeping Management and Operations by Sudhir Andrews

Reference Books:

1. Madelim Schneider & Georgia Tucker, The Professional Housekeeper,
2. Joan C.Brausen & Margret Lennox ,Hotel, Hostel & Hospital Housekeeping
3. Margaret M.Kappa,Aleta Nitschke, Housekeeping Management