

## HM-103: Accommodation Management

**Theory: 4 Credits**

**Objective:** To make the student to understand about the operation and the management of Housekeeping department in hotel.

### **Course Contents:**

**Unit 1 :** Role of Housekeeping in Hospitality Operations: Introduction to Housekeeping-Layout of Housekeeping Department-Hierarchy of Room divisions-Team work in Housekeeping department ,Duties & Responsibilities of Housekeeping department: Executive Housekeeper, Asst Executive Housekeeper-Middle level Management-Skill based employee's responsibilities-Communication responsibilities

**Unit 2: House Keeping Procedures-**Control Desk- Duty Rota & work schedule, Briefing & Debriefing, Forms, Files, Formats & Registers, The Linen Room & HK Stores procedures, Supervision in House Keeping - Rules on a guest floor, Key Controls, Guest room Cleaning Services, Cleaning the Public Areas, Laundry Systems - In-house v/s Contract, Files with format used in House keeping department.

**Unit 3 : Interior Design:** Design-elements of Design (Line, Shape, Form, Colour, Size, Texture, Direction, Value), Principles of Design (scale, composition, Harmony, Rhythm Proportion, Balance, focal point), Colour and colour scheme Uses Factors affecting the Colour scheme of a guest room, Light And Light Fitting-light and types of Light, Source of light, Kinds of light, Principles of Lighting, Lighting for activities Glare & Shadows, Windows and Window treatments- Types of window treatment, Blinds -Rollet Venetian, Draperies, Casements Curtains, Glass Curtains, Cafe Curtains, Valence, Swage & tail, Pelmet, Cornice. Factors to be considered in Selection of Window treatment, Beds & Bedding- Types of Bed & Sizes- (Zeil Bed, Extra Bed, Sofa Bed, Fold away Beds, Bolsters, Bed linen, Blankets, Bedspread quilt) Types of mattresses & Pillows with sizes -(interior spring, Mattresses, Rubber & Plastic Mattresses) Principals of Flower Arrangements, Types of Flower Arrangements

**Unit 4: Cleaning Science-**Characteristics of good cleaning agent, Application of cleaning agent, Types of cleaning agent, cleaning products, Cleaning equipments, Classification and types of equipment with Diagrams, Care and Cleaning of Metals -Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium, Pewter, Stainless Steel, .Types of tarnish, Cleaning agents and methods used.

**Unit 5 : Furniture, Fittings and Carpets-**Types of furniture -(Built-in, Free standing, fitted) Major furniture woods & uses, Care & Maintenance, Wall& Wall Coverings-Types of wallpapers- (sponge able, washable, anaglyptic, wood chip, wood grain, Flock, Wood Panelling, Glass wall Covering, Metal wall Covering, leather (hid) Wall Covering), Selection, Care & Uses Advantages & disadvantages, Floor & Floor Covering- Composition Types Uses, Care, Advantages & Disadvantages, Carpet-Types of Carpet woven -(wilton, Ax Minster, Brussels & Cords, Oriental), Non -Woven - (Tufted, pile bonded carpets, Needle punched Carpets, Electro statically locked carpets), Uses & Disadvantages Care & Maintenance, Fabric & Fibber- Classification of fibres, Types of Construction Fabrics & commonly used fabrics, Soft furnishing Curtains upholstery, loose covers, Cushions Bedspreads selection- Care, uses.

### **Reference Books:**

1. Sudhir Andrews, Hotel House Keeping Training Manual, Tata Mc Graw Hill Publishers, New Delhi, Edition 2, 2005.
2. Matt A. A Casado, Housekeeping Management
3. Aleta Nitschke, Marget M.M. kappa, Managing Housekeeping operations
4. Robert J. Martin, Professional Management of Housekeeping operations