

TMS - 408: HOUSE KEEPING MANAGEMENT

Credits: 3

Course Objectives:

1. To know the duties and responsibilities of housekeeping department
2. To understand the essentials and operations of Housekeeping
3. To familiarize the department structure based on the star categorization
4. To understand the clean and hygienic aspects
5. To know about the bed making procedures and housekeeping equipment
6. To know the categories of linens and their facilities
7. To understand the concept of budget and its uses

Course Outcomes:

- CO1:** Familiarize the students with the functions and operations of housekeeping department.
- CO2:** Students will understand the hotel accounting and management aspects of hotel business
- CO3:** Familiarizes the objectives and responsibilities of housekeeping staff
- CO4:** Students can understand the cooperation and coordination required for the effective performance of the hotel
- CO5:** Helps the students to know the various areas of working in the housekeeping Department
- CO6:** Create an awareness about the managerial responsibilities in the Department and importance of budget as a controlling device
- CO7:** Train students to face the managerial responsibilities by giving practical exposures

Pedagogy: Assignment, Presentations, and Seminars, Lecture-cum-discussions.

UNIT I House Keeping Organization- Layout, Staff Organization, brief outline of duties of staff in Housekeeping department, duties of executive Housekeeper. Hotel guest room- Layout, types, floor, pantry, furniture, fixtures and fittings, department the Housekeeping co-ordinates within the hotel.

UNIT II Housekeeping Control Desk-Handling telephone calls-Co-ordination with various departments- paging systems and methods- Handling difficult situations forms, Formats and registers used. Duty allotment and Duty chart, leave application procedures, briefing and Debriefing staff, Gate pass procedures, Housekeeping purchases and Indents, Security system, protecting guest, Safe deposit, emergency procedures, master keys, unique cards.

UNIT III Cleaning Equipment, Agents & Cleaning of Guest Room - Types of equipment used in Housekeeping department, cleaning agents, detergents, disinfectants, polishes, types on floor cleaner, toilet cleaner, maids' trolley and items in it. Types, special cleaning methods, daily, periodical, spring cleaning, cleaning of occupied room procedure make up of a guest room, occupied vacant and departure rooms, bed making, turn down services, cleaning of floors, maintenance of rooms and procedure involved with cleaning schedules.

UNIT IV Linen & Laundry- Textiles, types of fibres and fabrics used in the hotels Organization and Layout of Linen and Laundry room Types of Linen, Sizes used in the hotels. Uniform and types of uniform used in the different departments. Storage of Linen and conditions for storage and Inventory and stock, Concepts Laundry slow process, hand wash, types of equipment used in the laundry, manual and electrical, Iron- Hot head, stem head and collar press, work counters, stains and stain removers. Flow chart of room linen, restaurant, guest and Uniform linen. Types of flowers, leaves and vases used in arrangement. Equipment used in flower arrangement.

UNIT V Accounting, Audit and control, Income from Accommodation, Public Room rentals, Allowance, Net Sales, Expenses, Salaries and Wages, Room Employees Meal, China and Glassware, Commissions, Contract cleaning, Decorations, Dry Cleaning Garage and Parking, Guest Supplies, Laundry and Dry Cleaning, Linen, Linen Rentals, Printing and stationery, Reservation Expenses, Miscellaneous Expenses.

Reference:

1. D.K. Aggarwal Housekeeping Management, , Aman Publications, India
2. Dr. Jag Mohan Negi - Housekeeping (Theory and Practice), S.Chand (G/L) & Company Ltd.
3. G. Raghubalan and Smritee Raghubalan, Hotel House-keeping and Management, 3rd edition, Oxford University Press India.
4. Malini Singh and Jaya B. George Housekeeping – Operations, Design and Management, First edition, Jaico Publishing House.
5. Marilynne Robinson, House Keeping, Publisher: Faber; Main edition (7 July 2005)
6. Smritee and G. Raghubalan Hotel Housekeeping – operations and Management, , Oxford; 2 edition.
7. Sudhir Andrews,Hotel housekeeping Management and Operations, McGraw Hill Education, 1st edition.
8. Thomas J.A. Jones Professional Management of Housekeeping Operations, , Wiley publication.