

MANGALORE UNIVERSITY
DEPARTMENT OF BUSINESS ADMINISTRATION
MBA - TOURISM AND TRAVEL MANAGEMENT(MBA TTM)

TMS – 408: HOUSE KEEPING MANAGEMENT

Credits: 3

Learning Objectives

- To understand the essentials of Housekeeping.
- To familiarize with operations of Housekeeping

Learning Outcome:

- Familiarize the students with the functions and operations of housekeeping department.

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

UNIT I House Keeping Organisation- 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. Marilynne Robinson, House Keeping, Publisher: Faber; Main edition (7 July 2005)
2. G. Raghubalan and Smritee Raghubalan, Hotel House-keeping and Management, 3rd edition, Oxford University Press India.
3. Dr. Jag Mohan Negi - Housekeeping (Theory and Practice), S.Chand (G/L) & Company Ltd.
4. Housekeeping – Operations, Design and Management, First edition, Malini Singh and Jaya B. George. Jaico Publishing House.

5. Hotel housekeeping Management and Operations, Sudhir Andrews, McGraw Hill Education, 1st edition.
6. Hotel Housekeeping – operations and Management, Smritee and G. Raghubalan, Oxford; 2 edition.
7. Housekeeping Management, D.K. Aggarwal, Aman Publications, India
8. Professional Management of Housekeeping Operations, Thomas J.A. Jones, Wiley publication.

