

ACCOMMODATION MANAGEMENT – AOM21

Objectives:

Students will be able to:

1. Identify levels of housekeeping staff and their place in the hierarchy.
2. Enumerate areas of coordination between housekeeping and other departments
3. Draw up a step by step action plan for the organization of the functions of the HKD ensuring efficient, effective and economic operations
4. Create policies for dealings with accidents and in the event of fire as well as enumerate the causes and list preventive measures that can be implemented.
5. Create policies for dealing with common pests including both preventive and control measures.
6. Liaise with vendors for effective outsourcing
7. Adopt best practices in environmental management

Topic	Method	Hours
ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT	Lecture method	04
Small Hotel		
Medium Hotel		
Large Hotel		
HOUSEKEEPING STAFF	Lecture method	06
Duties and Responsibilities		
Attributes		
Working as a team		
INTERDEPARTMENTAL CO-ORDINATION	Lecture method	06
With Front Office		
With Maintenance		
With Food and Beverage		
With Food Production		
With Security		
With Stores		
With Accounts		
With Personnel / HRD		
With Purchase		
With the Computer centre		
With the Horticulture		
With Laundry		
PLANNING AND ORGANISING THE CLEANING OPERATIONS	Case study	16
Physical surveys and area inventory lists		

Preparing the specifications		
Work study – Ergonomics in housekeeping	Assignment	
Developing standard operating procedures		
Calculating standard time taken for performing tasks – productivity standards		
Frequency schedules		
Calculating staff strength		
Job allocation		
Work schedules		
Duty rosters	Assignment	
Assessment of equipment and materials required		
Assessment of supplies required		
STAFFING THE DEPARTMENT	Lecture	08
Recruitment and selection	Role play	
Induction and training		
Performance appraisals		
PURCHASING	Lecture	06
Methods of buying		
Stores and stock control		
SAFETY AND SECURITY	Lecture	08
Safety awareness and accident prevention –Procedure to be followed in the event of an accident.		
Fire Safety – detection and fire-fighting Procedure to be followed in the event of fire.		
First aid		
Dealing with emergency situations – bomb threats, natural disasters, etc.		
Crime prevention		
Hygienic methods of cleaning		
Waste disposal		
HANDLING PEST CONTROL	Lecture	06
Devising a pest control programme		
Preventive measures		
Control measures for different infestations		
OUTSOURCING	Lecture	06
Tasks that can be outsourced		
Guidelines for hiring contract services		
Types of contracts and pricing		
Advantages and disadvantages of outsourcing		
BUDGET AND BUDGETARY CONTROL	Lecture	08
Objectives of a budget		
Capital budgets and operating budgets		

Preparation of a budget		
Controlling expenses		
Benefits of a well planned budget		
ENVIRONMENTAL MANAGEMENT IN HOTELS	Lecture	06
Eco friendly products used in hotels		
Energy and Water Conservation		
QUALITY CONTROL	Lecture	04
The cycle of planning, implementation and evaluation		
OPENING OF A NEW HOTEL	Lecture	06
The role of housekeeping in commissioning a new property		
	TOTAL	90

FRONT OFFICE MANAGEMENT – AOM22

Course objectives: After the successful completion of this course, students will be able to:

1. Identify the managerial responsibilities in the Front Office department.
2. Demonstrate knowledge of the Tourism industry and the pre-eminent position Hotels occupy within the Tourism Sector.
3. Demonstrate a wide range of skills and skills related to the Front Office Manager's role.
4. Identify and group hospitality customer into specific categories as per distinct needs, wants and demands.
5. Explain the concepts of pricing of hotel rooms.
6. Develop skills in forecasting and inferring from Front Office reports and statistics.
7. Explain security issues in light of new threats to the safety and security of guests.
8. Handle basic operational functions using a PMS.
9. Interpret and explain the various rules and regulations that apply to hotels.

Topic	Method	Hours
Introduction to Tourism & Hospitality	Lecture	4hrs
A. The Tourism Industry and its Importance B. Components in the Tourism Industry C. <u>Issues that confront the Tourism Industry</u> * D. Travel intermediaries	* Group assignment	
Concept of Service Management	Lecture	4 hrs
A. Service Vs Goods B. Components of the hospitality product C. Uniqueness in managing service D. The Mission Statement E. Moments of Truth		
Hotel Entrance & Lobby -Front Office Design Considerations	Lecture	4 hrs
A. Design Considerations B. Layout of Lobby, Front Desk and Back Office C. Front office equipment (non automated, semi		

automated and automated		
Cashiering- Departure Check Out Procedures	Lecture/ Case Study	10 hrs
A. Departure Procedures B. Methods of Settling Guest Bills C. Indian Currency and Foreign Currency D. Transfer of Guest Accounts E. <u>Express Check Out & Self Check Out *</u>	* Group assignment	
Room Selling Techniques	Lecture/ Case Study/ Discussion	4 hrs
A. Up selling Techniques B. competition, standards of service & amenities C. Discounts		
Hospitality customer profile	Lecture/ Discussion	6 hrs
A. Characteristics of hospitality customer : needs and wants B. Buying decision process C. <u>Types of hospitality customers *</u> D. The business traveller – corporate meeting market - incentives market - airlines crew E. The pleasure traveller F. The package market – group tours and travel market G. The mature traveller H. FIT	* Group Assignment	
Pricing The Hotel Room	Lecture/ Case Study	6 hrs
A. Pricing objectives B. <u>Pricing practices*</u> C. Concepts of yield management	* Group Assignment	
Planning and Evaluating Front Office Operations	Lecture/ Case Study	6 hrs.
Forecasting Techniques Forecasting Room Availability Useful FO data - % of Walk ins - % of Overstays - % of Under stays Forecast Formulas <u>Sample Forecast Forms*</u>	* Group	

	Assignment	
Role of Front Office in Hotel Safety & Security	Lecture/ Discussion/ Case Study	6 hrs
A. Importance of security systems B. Safe deposit C. <u>Key control systems & procedure</u> * D. Emergency situations (Accident, illness, theft, fire, bomb, Acts of Terrorism)	* Group Assignment	
Computer Applications in Front Office Operations	Lecture	4 hrs
A. Selection of PMS (Needs Analysis) - Hardware and Software selection B. Fidelio/ IDS/ Shawman		
Hospitality Legal Issues	Lecture/ Case Study	6 hrs
Legal requirements in the hospitality business Laws relating to premises Laws relating to hotel managers, guests and owners International Hotel Regulations Act Hotel Convention between International Hotel Association and Universal Federation of Travel Agencies Association <u>Licenses and permits required to set up a hotel</u> * Passport and Visa regulations	* Group assignment	
	Total:	60 hrs

NOTE: All Group assignment shall require a group of 5-6 students to work in groups before making a 20 minutes presentation. The class can be divided into a maximum of 6 groups and briefing on the scope and range of the topic assigned, may be given by the teacher. The teacher may also indicate the sources from where the students can retrieve information.

The above syllabus requires each student to participate in at least 4 assignments during the semester. Presentation may be done during the practical classes. The hours that are mentioned against each chapter is a suggestion for delivery of theory inputs only. Time may not be consumed from these hours for assignment presentation.

List of Reference Books:

- | | |
|--|-------------------------------------|
| 1. Effective Front Office Operations- | - M. Kasavana & Steadmon |
| 2. Managing Front Office Operations- | - M. Kasavana |
| 3. Hotel Front Office | - Bruce Braham |

4. Check in Check out - Jerome J Vallen
5. Profitable Hotel Reception - Derek Taylor
6. Front Office Psychology - H V Heldenbrand
7. Front Office Operations and management - Ahmed Ismail
8. Front Office Management (Frank Brothers) - Sushil Kumar Bhatnagar

PRACTICALS- 60 hrs

Manual Check out procedures- cash, credit cards, travellers cheques, travel agent vouchers, foreign currency

Role Play

Situation Handling

Group Assignment Presentation

HMS Training (In computer lab):

Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as

- Checking Out
- Night Audit
- Reports

INTERIOR DECORATION – AOM23

Objective:

Students will be able to:

1. Define décor related terms
2. Explain the elements and principles of design and apply them to the décor of guestrooms and other areas in the hotel
3. List the choices and select suitable accessories, furniture, window treatments, lighting and carpets for rooms and public areas in the hotel
4. Plan the layout of guest rooms
5. Select and harmonize colour schemes
6. Create flower arrangements suitable for various occasions/areas in hotels, applying the principles of art, as well as carrying out conditioning to ensure that the arrangement stays fresh.

Topic	Method	Hours
AN INTRODUCTION TO INTERIOR DESIGN AND DÉCOR	Lecture	04
Beauty		
Expensiveness		
Functionalism		
Common terms used in décor		
ELEMENTS OF DESIGN	Lecture	16
Line, form, texture and colour (basic elements)		
The concept of light, space and pattern as elements		
Colour Associations		
Understanding colour		
The colour wheel		
Properties of colour –Warm /Cool, Advancing/Receding Heavy/Light, Earthy /Acid		
Additive and Subtractive colour		
Colour Perception		
Physical and psychological effect of colour		
Colour Balance		

Colour Emphasis		
Colour Contrast		
Effect of light on colour		
Choice of colours		
Planning a colour scheme of a room	Assignment	
PRINCIPLES OF DESIGN	Lecture	04
Harmony, Balance, Scale and Proportion, Rhythm, Emphasis		
WINDOWS AND WINDOW TREATMENT	Lecture	12
The purpose of a window		
Types of windows		
The importance of suitable window treatments		
Selecting fabrics for curtains (practical and visual)		
Curtain headings		
Calculating fabric requirements		
Types of window treatments		
LIGHTING	Lecture	16
Introduction to lighting		
Lighting Levels- Lux and Lumen		
Categories- Ambient, Task, Accent, Exterior and Emergency		
The importance of a good lighting system		
Artificial lighting -Tungsten, Fluorescent, Discharge, CFL, Halogen..		
Types of light distribution-direct, semi direct, indirect, diffused		
Methods of lighting- architectural and non-architectural		
Lighting in various areas of the hotels		
Light fittings		
Selection of lighting systems and energy check list		
FURNITURE	Lecture	12
The functional aspect-furniture elements, structure, finish, upholstery		
The decorative aspects- styles of furniture		
Furniture items placed in the guestrooms		
Standard sizes of furniture		
Furniture arrangement—Guidelines		
ACCESSORIES		02
Various types of accessories and their guidelines	Assignment	
Flower Arrangement as an accessory		
Indoor Plants as an accessory		
WALL FINISHES	Lecture	04
Paint, Wallpaper, Fabric, Laminates Wood panelling,		

Ceramic Tiles, Glass, Textured		
FLOOR FINISHES	Lecture	04
Ceramic, Marble Terrazzo, Granite, Concrete, Wood, Resilient (Vinyl, Asphalt, Rubber, Linoleum)		
Floor Polishes and Seals		
CARPETS		16
The components of carpets-face, primary & secondary backing		
Types of carpets their construction & uses (woven, tufted, bonded, electro statically flocked)		
Carpet Dyeing		
Carpet Forms		
Carpet Under lays		
Laying a carpet		
The decorative value of a carpet		
The functional value of a carpet		
Criteria for selection of carpet		
	Total:	90

Interior Decoration Practical

DECORATION FOR SPECIAL OCCASIONS	Lecture	24
Range of materials available	Practice	
Areas to be decorated	Assignment	
Theme decorations		
Synergizing with the ambience		
Budgets, costs and purchasing		
Planning, preparation and implementation of special decorations – the importance of the time factor		
FLOWER ARRANGEMENT	Lecture	24
Styles	Demo	
Equipment essential for flower arrangement	Practice	
The importance of containers		
Conditioning of flowers & plant material		
Use of dried plant material and other accessories		
Principles of flower arrangement		
All-round arrangements		
Front-facing arrangements		
Creative freestyle arrangements		
INDOOR PLANTS	Lecture	12
Care of indoor plants	Demo	
Selection of indoor plants	Practice	
LAYOUT OF A GUEST ROOM	Assignment	30
Furniture arrangement		
Wall elevation		
Colour scheme		
Colour plan		
Choice of décor items		
	Total:	90

EXAMINATION SCHEME

INTERIOR DECORATION - PRACTICALS

Minimum Marks	:	50
Maximum Marks	:	100
Duration	:	03 Hrs.

MARKING PATTERN:

Personal grooming	:	05
Special decoration	:	30
Flower arrangement	:	20
Journal	:	10
Identification of visuals*	:	10
Lay-out and wall elevation	:	15
Viva	:	10

TOTAL		<u>100</u>

* Pictures of colours scheme, decor items, etc. may be shown and identified/critiqued by students.

HOTEL ACCOUNTANCY & COSTING – AOM24

Topic	Method	Hours
CASH & CREDIT CONTROL <ul style="list-style-type: none">• Cash receipts• Cash payments• Cheque payments & receipts• Rules regarding payments• Control of cash & credit sale / receipts / payments	Lecture Method	10
BUDGETS <ul style="list-style-type: none">• Types of budgets<ul style="list-style-type: none">- Fixed, Flexible, long term, short term, capital, revenue and zero budget• Rules for making budgets for hotels and restaurants• Difficulties / limitations in budget making	Lecture Method	10
AUDITING <ul style="list-style-type: none">• Types of auditing (Statutory auditing and Internal auditing)• Limitations of auditors• Rules regarding auditing	Lecture Method	08
NIGHT AUDITING <ul style="list-style-type: none">• What is night auditing?• Importance of night auditing	Lecture Method	08

<ul style="list-style-type: none"> • Limitations of night auditing • Duties of night auditor 		
STATISTICS FOR FRONT OFFICE: Calculations <ul style="list-style-type: none"> • House count and percentage • Double occupancy and percentage • Single occupancy and percentage • Room occupancy and percentage • Expected house count • Double charge • Day user • Late departure • NUMERICALS 	Lecture Method	08
COSTING <ul style="list-style-type: none"> • Break even point • Profit Volume ratio • Margin of safety • Cash sheet • Bin Card • Food cost, labour cost and overheads • Gross profit & percentage • Net profit & percentage 	Lecture Method	16
	Total:	60

NOTE: USE OF CALCULATORS IS PERMITTED

BUSINESS COMMUNICATION – AOM25

No.	Topics	Hours
1	Hotel English Introductions Polite Enquiries Suggestions Apologizing Telephone English Requests Giving Information	04
2	Organisational Communication Organisational Structure Communication networking Business Centre Management Electronic Communication	06
3	Memorandum Formats Types Organizing Information	04
4	Letters Format & Style Inquiries Requests – Replying to requests Acknowledgements	04

	Tenders & Offers	
5	Reports & Proposals Formats Short Informal Long Informal Formal and Letter Proposals Graphics – Types	04
6	Business Presentation Planning & Preparation Delivering Visual Aids	04
7	Meetings Types How to conduct Agenda, Notices & Minutes Other Terms associated with meetings	04
	Total:	30

INDUSTRIAL TRAINING (AOM26)

- 1) Industrial Training is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The 16 weeks industrial training would be divided into eight weeks each in the two key areas of Housekeeping & Front Office.
- 2) Students must complete minimum 90 days of Industrial Training and submit IT report after completion for assessment latest by 30th September. NCHM&CT will accept marks of IT only twice in a year i.e. along with first or second semester practical marks.
- 3) 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF) and will form part of the Industrial Training Report of the student. It will be the students' responsibility to get this feed-back/assessment form completed from the two departments of the hotel for submission to the institute at the end of Industrial Training. Remaining 80% marks will be based on assessment of the report.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.

- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

Industrial Training

1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should be attentive and careful while doing work.
- 3 should be keen to learn and maintain high standards and quality of work.
- 4 should interact positively with the hotel staff.
- 5 should be honest and loyal to the hotel and towards their training.
- 6 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 7 should attend the training review sessions / classes regularly.
- 8 should be prepared for the arduous working condition and should face them positively.
- 9 should adhere to the prescribed training schedule.
- 10 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 11 should, on completion of Industrial Training, handover the report, appraisals and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training.
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure trainees procure training completion certificate from the hotel.

3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, etc.
8. should inform the institute about truant trainees.

9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure completion of appraisal form and issue of completion certificate to trainees on the last day of training

Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)

Name of Student: _____	NCHM&CT Roll No: _____
Institute: IHM / FCI _____	Duration: 08 weeks (48 working days)
Name of the Hotel: _____	From: _____ To: _____

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of 48 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent 100%	5
On time, Lacks some preparation but copes well, Attendance Very good 90%	4
On time, Some disorganized aspects-just copes, Attendance Regular 80%	3
Occasionally late, Disorganized approach, Attendance irregular 60%	2
Frequently late, Not prepared, Frequently absent without excuse 50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked	4
Gets on well with most colleagues, Handles customers well	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others	4
Accepts criticism, but does not necessarily act on it	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly	Shows interest in all work undertaken	3

Slow on the uptake	Is interested only in areas of work preferred	2
Rarely grasps points correctly	Lacks drive and commitment	1

Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation	2
Requires constant supervision. Lacks any comprehension of the application	1

Responsibility

Actively seeks responsibility at all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes	3
Inclined to refer matters upwards rather than make own decision	2
Avoids taking responsibility	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided	5
Maintains a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven	2
Inaccurate and slow at work	1

Quantity of Work

Outstanding in output of work.	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Total _____ / 50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ **Signature:** _____

Designation of Appraiser: _____ **Date:** _____

Signature of Student: _____ **Date:** _____