

SARDAR PATEL UNIVERSITY
Programme: BBA (Hospitality Management)
Semester: VIII
Syllabus with effect from: December - 2013
Theory (Credit – 2)

Paper Code: UM08EBBH03		Total Credit: 4
Title Of Paper: Accommodation Management		
Unit	Description in detail	Weightage (%)
I	Operation Management Effective use of cleaning practice and front office operation – SOP's at housekeeping and front office Effective use and control of supplies and equipment Establishing standard, monitoring performance corrective action in room division Personnel Management in accommodations operation Calculating staff requirement, Duty roaster Selection and requirement of employees – Attributes for staff at various level of hierarchy Time and motion study, work study and work measurement	25%
II	Environmental practices in housekeeping Econ friendly cleaning supply Waste reduction programme Recycling of materials Use of computer technology in room division MIS: Management Information System Software used in hotel Report generated at front desk and housekeeping Room status report Sales mix report Revenue report Guest history	25%
III	Yield management Concept of ARR and Rev. PAR Definition and importance of yield management Forecasting	25%
IV	HR Practices in Room Division Motivation Performance appraisal Promotion and renewal Disciplinary action Dismissal procedure	25%
Practical (Credit – 2)		
1	Preparing SOP – Guest Arrival, Guest Departure, Handling Complaint, Cleaning Procedure	
2	Preparing Operating Budget for Front Office and Housekeeping Department	
3	Preparing Duty Rotas	
4	Assignment – Study of Ecotel and Ecofriendly Measures Adopted in Hotels	
5	Student should have Knowledge of use of Software for Hotel Operation	

Basic Text & Reference Books:-

- Georgina Tucker, Schneider, Mary Scoviet – Professional Housekeeper
- Matt A. Casado – Professional management of housekeeping operation
- Linsley Deneaur, Marcel Escoffer – Front office management and operation
- Gary Vallen, Jereme Vallen – Check in Cherk out
- Michael Kasavana, Richard M. Brook – Managing front office operation

