

SARDAR PATEL UNIVERSITY
Programme: BBA (Hospitality Management)
Semester: VIII
Syllabus with effect from: June-2014
(Batch - 2011)

Paper Code: UM08EBBH03	Total Credit: 3
Title Of Paper: Accommodation Management - II	

Unit	Description in Detail	Weightage (%)
I	<p>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</p> <p>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</p>	25%
II	<p>Environmental practices in housekeeping Econ friendly cleaning supply Waste reduction programme Recycling of materials</p> <p>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</p>	25%
III	<p>Yield Management Concept of ARR and Rev. PAR Definition and importance of yield management Forecasting</p>	25%
IV	<p>HR Practices in Room Division Motivation Performance appraisal Promotion and renewal Disciplinary action Dismissal procedure</p>	25%
Practical		
	Preparing SOP – Guest arrival, Guest departure, Handling complaint, Cleaning procedure	
	Preparing operating budget for front office and housekeeping department	
	Preparing duty rotas	



	Assignment – Study of Ecotel and Ecofriendly measures adopted in hotels	
	Student should have knowledge of use of software for hotel operation	

Evaluation: The journals will be evaluated by the concerned teacher.

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

