

**SARDAR PATEL UNIVERSITY**  
**PROGRAMME: BBA (HONS') (Hospitality Management) (3 Years)**  
**(Under Choice Based Credit System Based on UGC Guidelines)**  
**SEMESTER – III**  
**Syllabus with effect from: June-2019**

<b>Paper Code: UM03CBBH24</b>	<b>Total Credit:3</b>
<b>Title of Paper: Housekeeping Operation-II (T+P)</b>	
<b>Objective:</b> The objective of syllabus is to aware students about operation of Housekeeping department in 5- star hotel.	

**Theory**

UNIT	DESCRIPTION IN DETAILS	WEIGHTAGE
<b>I</b>	<b>Desk Control and Record Keeping</b> Various Housekeeping reports Room occupancy report Checking discrepancy Reports VIP's in the house Unusual incidents Maintaining linen records(includes par stock and Inventory) Equipment records such as purchase record Maintenance, revaluation and servicing.	<b>25%</b>
<b>II</b>	<b>Commercial Laundry</b> Layout of Commercial Laundry Familiarization with Commercial Laundry Equipments & Cleaning Agents Procedure of Dry Cleaning Commercial Laundry Operations	<b>25%</b>
<b>III</b>	<b>Textiles</b> Classification of fibers and fabrics Characteristics, uses and examples of commonly used fabrics Finishing process given to the fabric	<b>25%</b>
<b>IV</b>	<b>Housekeeping Supervision</b> Duty roaster Cleaning frequency New trends in hotel industry <b>Contract cleaning</b> Definition Advantage and disadvantage Different types of contract	<b>25%</b>

## Practical

UNIT	DESCRIPTION IN DETAILS	WEIGHTAGE
I	Inspection of guest room, public area by using check list for inspection of the above mentioned work –Practice	25%
II	Polishing of mirror,brass and wooden surfaces – Practice	25%
III	Bed making – Single and double	25%
IV	Over all supervision of the premises	25%

### Laboratory:

Preparation of maintenance report, check list and inventory reports of the building and would be reporting in the journals.

**Evaluation : Internal : 40 Marks (Theory)**

**: External: 60 Marks (Theory) – Two Hours Examination**

**The journals will be evaluated by the concerned teacher.**

### Basic Text & Reference Books:

- Branson Hotel, Hostel, Hospital Housekeeping
- Sudhir Andrews Housekeeping Training Manual
- Raghubalan Hotel Housekeeping