

SARDAR PATEL UNIVERSITY
Programme: M.Sc (Home Science)
Subject: Family Resource Management
Semester: III
Syllabus with Effect from: June - 2013

Paper Code: PH03CFRM01		Total Credit: 4
Title Of Paper: Hospitality Administration & Hostess Training		
Unit	Description in detail	Weightage (%)
I	Types of institutions offering hospitality services Hospitality Function. Role of housekeeping in hospitality industry. Housekeeping in reason to commercial act welfare section.	
II	Management of Housekeeping Department. Layout of housekeeping department. Planning , organization and communication of housekeeping activities Coordination with other departments Roles/ responsibilities of personnel in the housekeeping department Administrative Policies Personnel management: Recruitment Training, handling personnel promotion, evaluation. Distribution of jobs, job schedules, job analysis Procurement policies buying techniques, stores, stock control. Safety, security and sanitation: safety, fire fighting, first aid safety in equipment use, pest control, sanitation standard. Uniforms, types selection, distribution and control. Hostess Training Banquet Management	
III	Preparation of duty roster for different types of institutes Preparation and maintenance of various records and registers for hospitality administrations. Maintenance, repairs& redecoration programs.	
IV	Communication systems such as P.A. System intercom system, music and T.V. – Their uses, care and maintenance Recycling of used items in an institute.	

Basic Text & Reference Books:-

- Andrews Snohe (1978): hotel Housekeeping Training Manual, Tata McGraw Hill publication Co. Ltd. New Delhi.
- Dix, C. (1979): Accommodation Operations: MacDonald & Evans.
- Jones, C. and Paul, J.V.(1980) Accommodation Management, A System Approach, Batsford.
- Kesavana, M. (1977): Hotel Information System, Casell.
- Branson, C.J . and Lennox, M.(1988): Hotel and Hospital Housekeeping, 5th Edition, Redwood Books, Trowbridge Wilsnre, London.
- R.Lewis, T. Begg's M. Shaw, S.Croffot (1986): The Practice of Hospitality Management, Vol. I abd II, AVI Publishing Co.inc. Westport Connecticut.
- David M. Allen (1983): Accommodation and Cleaning Services, Vol. I & II, Houston Hutclunson and Co.(Publishers Ltd.)
- S. Andrews (1995): Hotel Housekeeping Training Manual, Tata McGraw Hill Publishing Company Limited, New Delhi.
- Sethi, M. Malhan, S (1993): Catering Management, Wiley Eastern Ltd., New Delhi.
- Ursula Jones and Newtons: Hospitality and Catering.

