

# **HOSPITALITY ADMINISTRATION**

**Paper no. -HSRM - 204**

**ES – 2**

**Credits – 3 +1=4**

**Sem. – 2 (M.Sc. R. M.)**

**Marks- 100 +35 =135**

## **Objectives :**

- 1.** To orient the students with the functions of front office department in the ho spitality department.
- 2.** To acquire the students with the housekeeping department and it's administration.
- 3.** To enable the students to manage resourses in the house keeping departments of fulfill the hospitality function.

## **UNIT – 1**

Types of Institutions offering hospitality services.

- a)** Functions/services of the front office.
- b)** Various section of the front office.
- c)** Front office organisation and the duties of the front office staff.
- d)** The role and the essential qualities of front office staff.
- e)** Personnel hygine of the front office staff.

## **UNIT – 2**

- 1.** Role of housekeeping in the hospitality industry.
- 2.** Layout of housekeeping department.
- 3.** Organisation of housekeeping department.

4. Qualities of the housekeeping staff.
5. Departments that housekeeping co-ordinates with.

### **UNIT – 3**

1. Personnel management
  - Recruitment
  - Selection
  - Training
  - Job Analysis and job Description
2. Housekeeping procedures of rooms and floor.
3. House keeping procedures of Linen & uniform wearing.

### **UNIT – 4**

1. Safety and security
  - Fire preparation, sanitation, post control, control of odours/firstaid.
2. Flower arrangement.
3. The basic style/types of food service – self, tray and waiter.
4. Top off table items – table linen, dinner work, table work and glass work.
5. Table setting.

### **PRACTICAL :**

1. Folding of napkins.
2. Floor arrangement for dining room and dining table.

3. Salad description
4. Table setting for various meal.
5. Menu planning for various groups of people for various occasions.
6. A short duration training in planning and organisation, a catering project.
7. Market survey of different food commodities and their costs.
8. Models of records to be maintained in a food service institution.
9. Hospitality administration project.

**REFERENCES:**

1. Andrews Snoher (1978) : Hotel Housekeeping Training Manual, Tata McGraw Hill Publication Co.Ltd., New Delhi.
2. Dix ,C (1979) Accommodation Operations: MacDonal and Evans.
3. Ursula Jones and Newtonons; Hospitality and Catering.
4. Sethi ,M.and Malhan.S. (1993) Catering Management ,Wiley Eastern Ltd.,New Delhi.