

**Third Year B. B. A.**  
**Elective Paper - 9 HOTEL MANAGEMENT**  
(Effective from June 1999)

- 1. Introduction :** **10%**
- Evolution and Growth of Hotel Industry.
  - Type of catering Establishment.
  - Criteria for Classification of Hotel.
  - Foreign Exchange Earnings.
  - Tourism Department.
- 2. Functions :** **30%**
- (a) House Keeping :**
- Importance of house keeping; pattern of House keeping Department; staff requirement; Co-operation with other Department - Personal attributes of House keeping staff, General House keeping rules; Duties, qualities and responsibilities of the executive of the House Keeping department.
  - Records maintained in House keeping Duty Rosters; Lost and Found Reported matters List; Abbreviations; keys check List; Maid's Trolley; Occupancy sheet.
  - Choice and care of equipments.
  - Beds and Beddings.
  - Accident Preventions.
  - Linen room; Linen, purchase; calculating line requirements linen control, Linen inventory; Par-stock; storage and distribution.
- (b) Catering Management :**
- Classification into : Commercial, industrial; institutional transport etc.
  - Basic operating activities; Purchasing. Receiving, storing selling, service, Accounting; Cycle of control.
  - Kitchen organization ; Pantry-system, Store-room set up, Kitchen control K.O.T. analysis, food cost control.
  - Menu planning and cooking patterns, indenting, menu merchandising pricing of Menus.
  - Room service : planning and layout of room service equipment control.
  - Beverages : cost control.
  - Outdoor catering.
- (c) Front Office :**
- Planning and Layout of front office : Equipment required, Front office Doctor, Front office tactic.
  - Staff - duties and responsibilities.
  - Occupancy Reports.
  - Management information reports.
  - Guest message and Mails.
  - House Rules.
  - Ledgers, charts and their use.
  - Reservation Procedure.
  - Conference and Integrated allied services.
  - Checking and check out procedure.
- 3. Hotel Account :** **25%**
- Revenue producing Department of Hotel.
  - Fixing of Room-ratifies, Basis of changing room rented, Occupancy percentages.
  - Accounting system in Hotels : Uniform system, classification of Hotel incomes and Expenses.
  - Guest weekly bill.
  - Visitors Tabular Ledger, window ledger and visitor, Tabular ledger.
  - City ledger.
  - Allowance, Discount; Commission.
  - Service charge.
  - Sales record and control of Revenue producing department.
  - Sales record and control of rooms.
  - Record and control of cash.
  - Night auditor and his duties.
  - Credit and credit security measures.
- 4. Government Control :** **15%**
- General idea about legal provisions of the following :

- Rules regarding government licenses Act.
- Preservation of food and Adulteration Act.
- Shape and Establishment regulation.
- Foreign Exchange Regulation.

**5. Restaurant and Counter Service :**

**10%**

- staff Duties and Function.
- Courses of Meal.
- Banqueting.
- Types of services.
- buffets.
- Wines and spirits and their services.

**6. Current problems of the Hotel industry.**

**10%**