

NIHM Chennai - 107

Affiliated by ALAGAPPA UNIVERSITY
(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle)

DIRECTORATE OF COLLABORATIVE PROGRAMMES



CRAFT CERTIFICATE COURSE IN FRONT OFFICE OPERATION

Regulations and Syllabus

GENERAL INSTRUCTIONS AND REGULATIONS

1. Eligibility:

A pass in the SSLC Examination conducted by the Government of Tamil Nadu, or an examination accepted as equivalent thereto by the Syndicate for admission to **Craft Certificate course in Front Office Operation.**

2. Admission:

Admission is based on the marks in the qualifying examination.

3. Duration of the course:

The course shall extend over a period of one year under non-semester pattern

4. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks, shall be awarded **THIRD CLASS.**
- d. A candidate who secures 40% or more marks but less than 60% of the aggregate marks, shall be awarded **SECOND CLASS.**
- e. A candidate who secures 60% or more of the aggregate marks, shall be awarded **FIRST CLASS.**
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

5. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
- c. Two Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
- d. Conduct of the Continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The Continuous internal assessment marks are to be submitted to the University at the end of every year.
- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.

- g. All mark lists and other records connected with the continuous Internal Assessments should be in the safe custody of the institute for at least one year after the assessment.

6. Attendance:

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

7. Examination:

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of the each semester for duration of 3 hours for each subject. Certificate will be issued as per the AU regulations. Hall ticket will be issued to the candidates upon submission of the list of enrolled students along with the prescribed course fee.

8. Question Paper pattern:

Maximum: 75 Marks	Duration: 3Hours
Part A - Short answer questions with no choice	: 10 x 02=20
Part B – Brief answer with either or type	: 05 x 05=25
Part C- Essay – type questions of either / or type	: 03 x 10=30

9. Miscellaneous

- Each student posses the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- Each student is issued with an identity card by the University to identify his / her admission to the course
- Students are provided library and internet facilities for development of their `studies.

- d. Students are to maintain the record of practicals conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successful complete the course within the stipulated period will be awarded the degree by the University.

10. Other Regulations:

Besides the above, the common regulation of the University shall also be applicable to this programme.

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CRAFT CERTIFICATE COURSE IN FRONT OFFICE OPERATION

CURRICULUM OUTLINE

S.NO	Subject Code	NAME OF THE SUBJECT	HRS	NO.OF. COURSE	INTERNAL	EXTERNAL	TOTAL
1	11	Front Office Operation	3	1	25	75	100
2	12	Accommodation Operation	3	1	25	75	100
3	13	Rooms Division Management	2	1	25	75	100
4	14	Front Office Operation Practical	9	1	25	75	100
5	15	Accommodation Operation Practical	9	1	25	75	100
6	16	Communicative English Practical	4	1	25	75	100
		TOTAL	30	6	150	450	600

11 FRONT OFFICE OPERATION

UNIT: 1

Objective: After the completion of this unit, the student will have in-depth knowledge of the lodging industry, about the front office department, Hierarchy of the front office department and the duties and responsibilities of the front office personnel.

Introduction to Hotel Industry and Front Office

- 1.1 Historical Background of the Hospitality industry
- 1.2 Development and growth of hotel industry in India.
- 1.3 Classification of Hotels - City centre hotels, Resort Hotels, Vacation ownership (Time share and condominium), Airport Hotels, Freeway Hotels & motels, Casino Hotels, Convention Hotels, Full services Hotels, Economy / Budget Hotels, Boutique Hotels, All suites Hotel, Star system (Eligibility & classification criteria)
- 1.4 Other types of accommodation: atrium concept, apart hotels, heritage hotels, limited service and full service properties, service apartment, green hotels (Ecotels,) Heritage Hotels, Floating Hotels, Boatels
- 1.5 Types of operation – owner operated, partnership, Company owned, Referral hotels, Franchise, management contracts, chain hotels.

Introduction to Front Office

- 1.6 Importance of Front Office, Layout of front office & different equipments in front office
- 1.7 Hierarchy of front office staff for medium and large hotel – duties and responsibilities of front office personnel.
- 1.8 Ideal qualities and attributes for a Receptionist with emphasis on personal grooming and rules of the House for the front office staff.
- 1.9 Types of rooms – Single, double, Double-double, Triple, Quad, Twin, Suites, Pent house, Cabana, Studio, Cottage, Duplex cottage, Interconnected, Adjacent, Efficiency, Single suite, Junior suite, Luxurious suite.
- 1.10 Tariff – definition
 - 1.10.1 Tariff fixation – Check-in and Check-out basis, 24 hours basis, Night basis, Day rate.
 - 1.10.2 Tariff card – Group rate, Rack rate, Seasonal rate, Crib rate, Extra Bed rate, Crew rate, Weekend rates corporate rate, Government rate, Commercial rate.
- 1.11 Types of plans – European, Continental, American, Modified American, Bermuda Plan
- 1.12 Departments and Sections with which Front Office communicates and co-ordinates – **a)** Lobby **b)** Account and Cash (Front Office) **c)** Food and Beverage **d)** Telephone **e)** Maintenances **f)** Stores **g)** Marketing and Sales **h)** House Keeping.

UNIT: 2

Objective: At the end of this unit, the student will be able to follow the guidelines and procedures to take down a reservation, tackle problems regarding reservations, Register a guest and understand the terminology used in front office.

Reservation and Registration

- 2.1 Advance Room Reservations.
 - 2.1.1 Importance of reservation
- 2.2 Sources of reservation – corporate clients, group travelers, Pleasure travelers /

F.I.Ts, Current guests, Travel agents. State and Central Government department.

- 2.2.1 Modes of reservation- Written – (Letters, Fax, E-mail) Verbal – (Telephone, in person)
- 2.2.2 Central reservation system, global distribution system, reservation network.
- 2.3 Types of reservation.
 - 2.3.1 Guaranteed reservation (prepayment, credit card, Travel agent vouchers)
 - 2.3.2 Non Guaranteed Reservation
- 2.4 Group reservation
- 2.5 Reservation records: Standard reservation forms, Booking Diary, Arrival & Departure list, computerized system, Guest history records.
- 2.6 Reservation confirmation, amendment and cancellation.
- 2.7 Overbooking
- 2.8 Potential reservation problems.
- 2.9 Glossary terms related to reservation (Affiliate Reservation, American Plan, Arrival and Departure list, Back to back booking, Block booking, Cancellation, Closed dates, Continental plan, Commission, Confirmed booking, Contract, Deadline, Deposit, European Plan, FIT, GIT, Group rate, Guaranteed booking, High season, Hotel Diary, Lead time, Low season, Modified American Plan, No show, Non affiliate reservation system, Over booking, Open, Provisional booking, Release Time, Reservation Form, Stay-on, Wash factor)

Registration

- 2.10 Receiving, Welcoming and Greeting of Guest and Assigning of rooms.
 - 2.10.1 Upselling ,
 - 2.10.2 Pre – registration
- 2.11 Registration of guest & (FIT's Group, VIPs) - In room check – in, Self registration.
- 2.12 Rooming a guest (With reservation and walk ins), Groups and crew arrival, VVIP Guest Arrival procedures
- 2.13 Room Racks, room locations, blocking of rooms, issuing the room keys.
- 2.14 Registration records: Registration cards, Arrival & departure register, key cards or Welcome cards, V.I.P and SPATT list, Amenities voucher, discrepancy report, Log book, expected departure list, “C” form.
- 2.15 Glossary terms related to registration (Arrival and departure lists, Black list, 'C' form, Chance guest, Check-in, Check-out, Front desk, G.R.C (Guest Registration Card) Hospitality industry, Hotel register, Pre-registration, Room status, Room occupancy percentage, Shoulder period, Sleeper, Skipper)

UNIT: 3

Objective: After the completion of this unit, the students will have a thorough knowledge about the various services provided by the front office, how to handle complaints, security functions and the work performed at the concierge and Bell desk.

Front Office Services

- 3.1.1 Guest services, Equipment and supplies
 - 3.1.1.1 Handling mail
 - 3.1.1.2 Handling message
 - 3.1.1.3 Telephone services

- 3.1.4 Wake up calls
- 3.2 Guest relations
 - 3.2.1 Complaints (Mechanical, Attitudinal, Service related, unusual)
 - 3.2.2 Identifying complaints
 - 3.2.3 Handling complaints
 - 3.2.4 Follow-up procedures
- 3.3 Front Office security functions
 - 3.3.1 Key Controls, Room key Security system
 - 3.3.2 Surveillance and Access Control
 - 3.3.3 Protection of Funds
 - 3.3.4 Safe deposit Boxes
 - 3.3.5 Lost & Found
 - 3.3.6 Emergency Procedures (Medical, Robbery, Fire, Suicide, Death, Bomb threat, Riot)
- 3.4 Log Book

Concierge and Bell Desk

- 3.5 Job Description of concierge
- 3.6 Job Description of Bell captain and Bellboy
- 3.7 Providing information to groups
- 3.8 Errand Cards (Arrival, Departure, Other Errands)
- 3.9 Miscellaneous services-(Secretarial services, Massages, Ordering flowers, Baby sitting, Flight confirmation, Airline, Theater & Restaurant reservation, Arranging Transportation
- 3.10 Baggage Handling
 - 3.10.1 F.I.T's
 - 3.10.2 G.I.T's
 - 3.10.3 V.I.P's
- 3.11 Escorting guests to their rooms
- 3.12 Delivering messages within the city
- 3.13 Paging the guest

UNIT: 4

Objective: At the end of this unit, the student will have an in-depth knowledge of the front office accounting systems and procedures.

Front Office Accounting

- 4.1 Job description of a front office cashier
- 4.2 Accounts
 - 4.2.1 Guest Accounts
 - 4.2.2 Non-guest Accounts,
 - 4.2.3 Folios – (Guest folio, Master folios, Split folio, Non-guest folio, Employ folio)
 - 4.2.4 Vouchers
 - 4.2.5 Ledgers (Guest ledger, City ledger)
- 4.3 Computer Billing & Maintenance of Accounts.
 - 4.3.1 Benefits of computer billing, opening a bill, posting charges, Adjustments / Corrections, closing account, Balancing
 - 4.3.2 Credit monitoring – Floor limit, house limit, part settlement of in house guests
 - 4.3.3 Account maintenance: Charge purchase, Account Correction, Accounts allowance, Account transfer, Cash advance, Visitors paid out (V.P.O)

Encashment of Foreign Exchange, processing of credit cards, luxury tax, expenditure tax and service tax.

- 4.4 Internal Control
 - 4.4.1 Front Office Cash sheet
 - 4.4.2 Cash Banks

UNIT: 5

Objective: At the end of this unit, the students would have acquired a thorough knowledge about check-out methods and settlement of bills.

CHECK- OUT AND SETTLEMENT

- 5.1 Functions of check out settlement – Settling of guest account balances, updating of room status information, creating guest history card.
- 5.2 Departure procedures.
 - 5.2.1 Systematic way of check-out and settlement.
 - 5.2.2 Methods of settlement (Cash, credit card, Debit card, Bill to account, Cheque, Travellers cheque, Travel agency voucher, Foreign currency / Travellers cheque)
- 5.3 Check-out options – In room folio review and check-out, self check-out, express check-out
- 5.4 Unpaid Account balance.
- 5.5 Collection of Accounts – (Late charges, Credit card bills, Travel agency account, Bad cheque account, Skipper accounts, Disputed bill account, guaranteed reservation accounts)
- 5.6 Potential Check-out problems - (Refuse to accept a particular charge, Posting to wrong account, Charging of extra beds for kids, Telephone calls, Late check-out, Late charges)

12 ACCOMMODATION OPERATION

OBJECTIVES: At the end of the unit, the students will have acquired knowledge about the organized structure of the housekeeping department.

Unit - 1

- 1.1 Role of house keeping in hospitality industry.
- 1.2 Lay out and organizational structure of house keeping department.
 - 1.2.1 Small hotel
 - 1.2.2 Medium hotel
 - 1.2.3 Large hotel
- 1.3 Job description of housekeeping personnel
 - 1.3.1 Executive housekeeper
 - 1.3.2 Deputy housekeeper
 - 1.3.3 Floor supervisor:- morning, late duty, night shift, routine duties, records maintained – (Room inspection check list, housekeepers report, stores requisition, linen exchange book, record of special cleaning and major jobs done).
 - 1.3.4 House man
 - 1.3.5 Tailor/ Upholsterer
 - 1.3.6 Head gardener
 - 1.3.7 Gardeners
- 1.4 Inter Departmental relationship
 - 1.4.1 Front office
 - 1.4.2 F&B service
 - 1.4.3 Maintenance
 - 1.4.4 Security
 - 1.4.5 Store & Purchase
 - 1.4.6 Accounts
 - 1.4.7 H.R.D

UNIT II

OBJECTIVES: After the completion of this unit, the students will be able to understand about the activities at the central desk, uses of maids cart and the types of rooms.

- 2.1 Qualities of housekeeping staff
- 2.2 Housekeeping activities at central desk (Briefing & scheduling of staff)
- 2.3 The maids cart (Uses of maids cart and how to set it)
- 2.4 Configuration of rooms – Bed and Bath room – Furniture, Fixtures, Fittings and accessories for single, Double, Suite and luxury deluxe suite.
 - 2.4.1. Types of configuration – Standard, Enhanced, Suite, Disabled access.

UNIT III

OBJECTIVES: After the completion of this unit, the students will know about the various cleaning materials and agents used.

- 3.1 Classification and types of equipment's with diagram
 - 3.1.1 Brushes/Brooms
 - 3.1.2 Mops, Dusters, Pushers
- 3.2 Mechanical
 - 3.2.1 Squeezes
 - 3.2.2 Vacuum cleaner
 - 3.2.3 Shampooing machine

- 3.2.4 Floor burnishing machine
- 3.2.5 Auto scrubbers
- 3.3 Care and use of the above equipments
- 3.4 Machine room
- 3.5 Floor pantry
- 3.6 Godowns
- 3.7 House Keeping Stores
- 3.8 Cleaning agents
 - 3.8.1 Importance of cleaning - The nature of soiling, Water, Chemical make up of cleaning agents, Detergents, Acid cleaners, Alkaline cleaners, Solvent cleaners, Disinfectants, Deodorant, Laundry aids, Polishers and Floor seals.
 - 3.8.2 Use, care and storage of cleaning agents
 - 3.8.3 Distribution and storage

UNIT IV

OBJECTIVE: Students to understand the operational areas of house keeping department, Cleaning services and knowledge of care and cleaning of various surfaces.

- 4.1 Operational areas of house keeping department
 - 4.1.1 Guest rooms and floor pantry operations
 - 4.1.1 Corridors
 - 4.1.2 Public area: lobby, lounge, and rest rooms
 - 4.1.3 Pool side and patio areas
- 4.2 Cleaning procedures and frequency
- 4.3 Daily cleaning –schedules and records
 - 4.3.1 Guest rooms
 - 4.3.2 Check out room
 - 4.3.3 Occupied room
 - 4.3.4 Vacant room
 - 4.3.5 Evening service
 - 4.3.6 Super Room Cleaning
- 4.4 Public areas – schedules and records
 - 4.4.1 Corridors
 - 4.4.2 Pool area
 - 4.4.3 Office area
 - 4.4.4 Lobby
 - 4.4.5 Lounge
 - 4.4.6 F&B outlets
 - 4.4.7 Shopping arcade
 - 4.4.8 Health club
 - 4.4.9 Elevators/Escalators
- 4.5 Weekly cleaning –schedules and records
- 4.6 Periodic cleaning –schedules and records
- 4.7 Special cleaning –schedules and records

UNIT V

OBJECTIVES: The students to understand service/facilities offered by house keeping department at the end of this chapter.

- 5.1 Floor Operations
 - 5.1.1 Rules on a Guest Floor
 - 5.1.2 Bed Making
- 5.2 Standard supplies provided in the guest rooms
 - 5.2.1 Normal
 - 5.2.2 VIP's
 - 5.2.3 Supplies on request
- 5.3 Special services
 - 5.3.1 Baby-sitting
 - 5.3.2 Second service
 - 5.3.3 Freshen up service
 - 5.3.4 Valet service
- 5.4 Preparing a red slip.
- 5.5 Key handling procedures
 - 5.5.1. Types of keys (grand master key, floor master, sub master or section key or Passkey, emergency key, room keys, office keys & store keys)
 - 5.5.2 Electronic Room key
 - 5.5.3 Key control – Issuing, Return, Changing of locks, Key belts, Unusual occurrence.
 - 5.5.4 Lost and found, missing & damaged procedures and records.
 - 5.5.5 Glossary terms – (Grand master key, D.N.D, Maid's cart, OOO, DL, Evening service, Red slip, Job order, House man check list, Crib, Bath robe, Discrepancy report, Housekeeper report, Wash and change, Valet, Dust, Dirt, Log book, Departure room, Vacant room, Blocked, Sewing kits, Floor pantry, Chute, Spring cleaning, Lost and found, Sauna bath, Guest amenities, On change, Lounge, Par stock, Crinkle sheet, Tent card)

13 ROOMS DIVISION MANAGEMENT

UNIT: 1

Objective: After the completion of this unit, the students will be able to audit the days transaction, forecast room availability and calculate the occupancy ratios.

NIGHT AUDIT

- 1.1 Functions of the night auditor
 - 1.1.1 The role of the night auditor
 - 1.1.2 Cross – referencing
 - 1.1.3 Guest credit monitoring
 - 1.1.4 Daily & supplementary transcripts
- 1.2 The night audit process
 - 1.2.1 Complete outstanding postings
 - 1.2.2 Reconcile room status discrepancies
 - 1.2.3 Balance all departments
 - 1.2.4 Verify room rates
 - 1.2.5 Verify No Shows
 - 1.2.6 Post room rates & Taxes
 - 1.2.7 Prepare Reports – (Departmental summary report, the daily operations report, High balance report)

Occupancy Statistics

- 1.3 Forecasting room availability
 - 1.3.1 Types of Information needed
 - 1.3.2 Occupancy data – No. of arrivals, No.of.walk- ins, No. of stay-overs, No.of understay, percentage calculation of walk-ins, no-shows, over-stays, understays.
- 1.4 Occupancy ratios – Calculation of occupancy percentage, multiple occupancy percentage, Average Daily Rate (ADR), Average rate per guest, Average Room Rate (ARR), Revenue Available per room(REVPAR),Ideal average rate, Hurdle rate.

UNIT: 2

Objective: After the completion of this unit, the student will be able to apply the different selling techniques in the front office.

Front Office Selling Techniques:

- 2.1 The role of the Front office in Marketing and Sales
- 2.2 Need for sales
- 2.3 Identifying the market
- 2.4 Purpose of selling (Maximum revenue, Achieving customer satisfaction)
- 2.5 Selling
 - 2.5.1 Personal Selling (Unique sales proposition)
 - 2.5.2 ABC of selling - a) Automatic selling b) Bettered selling c) Creative selling
- 2.6 The hotel Product – Accommodation, Food, Drinks and services
- 2.7 Guest choice (Reasons for a guest to choose a particular product) – Need, Security, Comfort, Desire, Pride, Pleasure, Fear, Fashion, Habit, Location, Facilities, Value for money)

UNIT: 3

Objective: At the end of this unit, the student will know about the various aspects of Interior decoration.

- 3.1 Interior decoration
 - 3.1.1 Importance of interior design
 - 3.1.2 Basic elements of art and principles of – Interior design
 - 3.1.3 Factors affecting interior design
- 3.2 Role of colour in interior design
- 3.3 Qualities of colour classification
 - 3.3.1 Standard colour harmonies.
 - 3.3.2 Factors affecting colour schemes.

UNIT: 4

Objective: After the completion of this unit, the student will understand about the lighting systems, floor and floor covering and furniture of fixtures.

- 4.1 Lighting and lighting systems in hotels.
- 4.2 Floor and floor coverings
- 4.3 Furniture fixtures and upholsteries.
- 4.4 Role of accessories in Interior decoration.

UNIT: 5

Objective: At the end of this unit, the student will be able to understand the importance of security department in a hotel, their functions, supervision of guest room and public area and about the laundry management.

- 5.1 Importance of a security Department.
- 5.2 In-house Security department versus contracted security services.
- 5.3 The role of the Front office.
- 5.4 Guest room supervision

- 5.5 Public area supervision
- 5.7 Laundry Management
 - 5.7.1 Linen room management
 - 5.7.2 Linen hire quality and quantity, Advantages and Disadvantages.
- 5.8 Laundry
 - 5.8.1 Guest laundry- precautions to be taken, care off premises and on premises.
 - 5.8.2 Advantages and Disadvantages

14 FRONT OFFICE OPERATION PRACTICAL

1. Students must be aware of uses of all stationeries in front office.
2. Forecasting of rooms
3. Taking reservation, cancellation, amendments, processing reservation
4. Receiving & registering of F.I.T, groups, crew and VIPs through role play
5. Extempore for polite speaking.
6. Improving the conversational skills and mannerism.
7. Etiquettes, body language, grooming and greeting
8. Situations handling (over booking, room change, turn away)
9. Writing down the log book.
10. Taking down messages in the message slip for the guest.
11. Handling of telephone and telephone mannerism
12. Paging
13. Handling of left baggage.
14. Filling of Errand cards.
15. Practice in creation and maintenance of guest Accounts, Folios, Vouchers and ledgers (Manual and automated)
16. Preparation of night audit reports.
17. Handling guest complaints (case studies)

15 ACCOMMODATION OPERATION PRACTICAL

Objectives:

- To familiarize the students with the actual working procedures
- To know to handle all types of cleaning equipment's and material correctly.
- To help prepare work procedures and job procedures
- To be familiar with cleaning of various surfaces

- 1 Identification of cleaning tools and cleaning agents
- 2 Basic cleaning
 - 2.1 Dusting
 - 2.2 Sweeping
 - 2.3 Mopping
 - 2.4 Scrubbing
 - 2.5 Polishing (metal, floor, wood)
 - 2.6 Vacuuming
 - 2.7 Spot cleaning
- 3 Organizing cleaning
 - 3.1 Working individually
 - 3.2 Working in teams
- 4 Cleaning frequencies
 - 4.1 Daily cleaning
 - 4.2 Weekly cleaning
 - 4.3 Periodic cleaning
- 5 Cleaning of various surfaces
 - 5.1 Metal – brass, stainless steel, chrome, ceramic, earthen ware, porcelain, glass, plastic, laminates, wood, furniture and fixture, floor – cement, mosaic, carpet)
- 6 Guest room cleaning
 - 6.1 Bed making - Morning attention, Evening attention
 - 6.2 Room cleaning
 - 6.3 Bathroom cleaning
 - 6.4 Room inspection
 - 6.5 Preparing check list/ job orders
- 7 Public areas – Lobby, Corridors, Restaurants, Staircase, e.t.c.
- 8 Fire fighting training
- 9 First aid training

REFERENCE BOOKS:

1. Hotel, Hostel and Hospital Housekeeping – JOAN C.BRANSON
HARGARET LENNAX
2. Hotel Hospital Housekeeping – SUDHIR ANDREWS
3. Hospital Housekeeping Supervision Vol-1 Vol-2 – JANE FELLOWS
4. Accommodation and Cleaning services – DAVID M.ALLEN

16 COMMUNICATIVE ENGLISH PRACTICAL

1. Practice of writing essays
2. Practice of letter writing
3. Speech improvement: Pronunciation, Stress, Accent, Common phonetic Difficulties
4. Self introduction
5. Speaking to superiors
6. Speaking to celebrity
7. Speaking to subordinates
8. Long Sentence Formation & Dialogues
 - Dialogues In – Kitchen - Food & Beverage Outlet – Bus Stand – Railway Station – Bank – Airport.
9. Preparing a speech
10. Public speaking
11. Etiquettes and manners
12. Group discussion.

Reference:

1. Business Communication - Rhoda Doctor & Aspi Doctor
2. Communication Media - Angela Wadia
3. Business English - Bal & Nagamia