

ACCOMMODATION OPERATIONS PRACTICALS (XI)

100 marks (80 marks practical + 20 marks for project)

TERM 1 : FRONT OFFICE

- Various formats used in front office operations
- Handling Reservation Procedures
- Telephone etiquettes
- Registration Procedures

TERM 2 : HOUSEKEEPING

- Knowledge of cleaning equipments and cleaning agents
- Public Area Cleaning Procedures (Cleaning of various surfaces)
- Procedures to be followed to Daily Room Cleaning
- Chamber Maid trolley setup
- Bed Making Procedures (Video or Hotel visit in case no facilities available)

20 marks for Project work