

ACCOMMODATION OPERATIONS

STD XI (THEORY) 50 marks

UNIT 1 : INTRODUCTION TO HOTEL INDUSTRY (10 marks)

- Definition, Evolution
- Classification, Types of Hotels
- Departments of Hotels

UNIT 2 : ORGANISATION OF FRONT OFFICE DEPARTMENT (10 marks)

- Layout
- Hierarchy
- Duties & Responsibilities

UNIT 3 : GUEST CYLCLE AND ROOM RESERVATIONS (10 marks)

- Pre-arrival
- Arrival
- Stay
- Departure and Post Departure

UNIT 4 : ORGANISATION OF HOUSEKEEPING DEPARTMENT (10 marks)

- Layout
- Hierarchy
- Duties and Responsibilities

UNIT 5 : CLEANING ORGANISATION (10 marks)

- Principles of Cleaning
- Types of surfaces & cleaning
- Cleaning agents : Types & Criteria for Selection