

Hotel Management

Grade-XI

PART A

COURSE INTRODUCTION

I. Introduction

The Hotel Management course has been specially designed to familiarize the students with hospitality industry with specific reference to hotels. The course will enable the students to pursue Hotel Line as a career.

School offering this course must have minimum facilities for practical, demonstration related to kitchen, housekeeping, front office, and food and beverage service.

II. General Objective

The general objectives of this course are:

- to provide basic knowledge required for hospitality industry
- to impart basic knowledge required for hotel industry
- to prepare the students for Hotel Management course for grade XII

II. Specific Objectives

On completion of this course, the students will be able to:

- understand the role and nature of hospitality industry;

- identify various types of accommodation and catering establishments and their departments;
- explain interdepartmental relations in hotel and their needs and functions.

IV. Course Contains

Lesson Hours

Chapter 1: Concepts and Meaning of Tourism

20

1. Tourism

- 1.1 Concepts and nature of hospitality
- 1.2 Concepts and meaning of tourism
- 1.3 Nature of tourism
- 1.4 Components. - Attraction, Accessibility, Accommodation and Amenities.
- 1.5 Evolution (Development) of tourism - National and International
- 1.6 Importance and Impact of tourism.
- 1.7 Tourists - Meaning and concept, character, and types

Chapter 2: Introduction to Hotel

20

- 2.1. Concepts of hotel and catering establishment
- 2.2. Development of hotel and catering industry - National and international
- 2.3. Classification of catering and hotel establishments.
- 2.4. Chain hotels
- 2.5. Hotel Organization
 - Importance of organization chart
 - Organization Chart
 - Basis of departmentalization
- 2.6. Functions of each departments
 - Functional departments (Administration , Marketing, Finance)
 - Operational departments (Front Office, Food and Beverage, Kitchen, Housekeeping)
 - Interrelationship of various departments

Chapter 3: Front Office Department

30

- 3.1. Definition and role of Front Office
- 3.2. Organization Chart, staffing, and job description.
 - Sections within Front Office and their functions
- 3.3. Attributes of Front Office personnel.
- 3.4. Front Office Terminologies
- 3.5. Types of Rooms and Room Symbols
- 3.6. Registration
 - Meaning and purpose
 - Procedure and forms used
- 3.7. Check-in and check-out procedures
 - Use of various forms
 - Procedure
- 3.8. Sundry services
 - Handling message
 - Types of message
 - Providing information about hotel and facilities available
- 3.9. Coordination with other department - purpose and process.

Chapter 4 : Housekeeping Department

20

- 4.1. Definition and function of house keeping
- 4.2. Organization Chart
 - Different sections and their functions
 - Staffing and job description
- 4.3. Personal attributes
- 4.4. Housekeeping terminologies
- 4.5. Guest Room
 - Introduction
 - Contents and supplies

- 4.6. Forms and Formats
- 4.7. Linens / Uniforms
 - Definition and types
 - Storage, Inventory, control and Par stock
- 4.8. Keys
 - Types
 - Control
- 4.9. Handling situations
 - Guest complains
 - Lost and Found
 - Sick Guest
 - Death of a guest
- 4.10. Coordination and relation of House keeping with other departments.

Chapter 5 : Kitchen (Food Production) Department.

35

- 5.1. Introduction
 - Types of kitchen
 - Kitchen Planning
- 5.2. Kitchen Organization
 - Staffing and job description
- 5.3. Hygiene
 - Personal Hygiene
 - Kitchen Hygiene / safety and rules
- 5.4. Food Commodities
 - Vegetables
 - Cereals and Flours
 - Milk and milk products
 - Fruits and nuts
 - Poultry/ games

- Eggs
 - Meat (Lamb, Mutton, Pork, Buff)
 - Fish / Sea foods
 - Raising agents
 - Fats and oil
 - Spices and Herbs
- 5.5. Elementary Nutrition
- Proteins
 - Carbohydrate
 - Fats
 - Vitamins
 - Minerals and water
- 5.6. Food poisoning
- Causes and control measures

Chapter 6: Food and Beverage Service

25

- 6.1. Food and Beverage service department of hotel
- Nature and function
- 6.2. Organizational chart
- Staffing and job description
 - Outlets and their functions
- 6.3. Hospitality knowledge, skill and attitude of F and B Service staffs
- 6.4. Identification of Service equipments and other service appointments
- 6.5. Basic culinary terminologies
- 6.6. Coordination with other departments.

Breakdown of Theory, Practical and Demonstration Classes Hours

S. N.	Subject	Theory Class room	Demonstration	Total hours
1	Concepts and meaning of Tourism	20		20
2	Introduction to Hotel Industry	20		20
3	Front Office Department	25	5	30
4	Food and Beverage Service	20	5	25
5	Kitchen Department	30	5	35
6	Housekeeping Department	15	5	20
	Total	130	20	150

PART B

EVALUATION SYSTEM

Students pursuing Hotel Management course of level XI have to pass the following evaluation system. Students are required to secure minimum marks on both evaluations.

S. N.	Subject	Full marks	Pass Marks
1	Annual Written Examination	75	27
2.	Annual Practical Examination	25	10

1. Annual Written Examination

Annual Written Examination will comprise of only theory portion and the students will have to appear for the examination conducted by HSEB. The subjects and units will have the following weighting:

Distribution of Questions and Marks.

	To be asked	To be answered	Marks
Comprehensive answer question	4	3	10 x 3 = 30
Short answer question	8	6	6 x 5 = 30
Objective questions	15	15	15 x 1 = 15

	Comprehensive Answer Question	Short answer question	Objective questions
Introduction (Hospitality, Tourism, Hotel and Catering)	1	2	2 + 2 = 4
Front Office and House Keeping	2	2 + 2 = 4	3 + 2 = 5
Food and Beverage Service (F&B) and Kitchen	2 + 2 = 4	2 + 2 = 4	5 + 5 = 10

The examples of model questions are recommended at the respective chapters.

2. Annual Practical Examination

Annual examination should be held under the supervision of the official deputed from HSEB. The official from HSEB may verify the internal assessment marks with the student's performance and record maintained by the institution.

Out of 25 marks assigned for practical, 15 marks have been set aside for class performance and practical works to be evaluated by concerned teacher. 10 marks have been set for the Annual Practical Examination to be held under the supervision of the official deputed from HSEB (External examiner)

Evaluation system should follow the followings and the official deputed from HSEB may verify/ endorse the evaluation form and other supporting documents maintained by the teacher/institution. The official will fill in the Annual Evaluation Format being prescribed by HSEB, along with the Internal Evaluation Form and submit to Higher Secondary Education Board, Office of The Controller of Examination. For the evaluation purpose the external examiner deputed from HSEB will organize oral/ written and practical examination within the framework prescribed by course and teaching manual.

Teachers/ institutions are requested to consider following points while evaluating student's performance.

1. **Attendance:** Teachers are advised to evaluate the regularity of students. It is expected to be minimum 75%.
2. **Class performance / Practical performance:** Teachers are advised to give home assignments and involve students in practical. The grading should be done on the basis of their participation/ performance. Teachers should evaluate on their understanding of the subject matter.

Short answer questions should be asked in the classroom to find out their level of understanding. Class / Practical performance should also include **Homework and reports maintained in file**. Each student needs to maintain a homework copy and a file. The teachers are required to check/evaluate the file and home work on regular basis.

3. **Grooming:** Student's grooming is evaluated
4. Marks obtained in different term examinations should be filled up in the form as prescribed below

Form to be applied by the institution

Name of the Institution:

Subject:

Class:

Date /Batch:

S. N.	Name of the students	Attendance Marks (3)	Grooming Marks (3)	Term Marks (5)			Homework, Class performance and file Marks (4)
				Ist	IInd	IIIrd	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							

Faculty: ----

Signature ---

Date -----

PART C

TEACHING MANUAL

Unit I Concepts and Meaning of Tourism

20 teaching hours

Course Description

This unit covers understanding of hospitality. This course introduces with tourism, its components, nature and evolution and role of tourism. This course also introduces tourists

Overall objectives

The overall objectives of this course are to: -

- familiarize with varied aspects of hospitality
- acquaint with basic nature of service
- impart knowledge about tourism, tourist, and their nature;
- create awareness about the importance and impact of tourism.

Topic (Unit) introduction

This unit consists of six different sub-units such as: -

1. Concepts and meaning of hospitality
2. Nature of service
3. Concepts, meaning and nature of tourism.
4. Components of tourism
4. Importance and impact of tourism.
5. Evolution of tourism (national and international)
6. Meaning, types, and characteristics of tourist

Prerequisite

A basic understanding about the service organization will be very helpful. Students should be made aware of the difference between produced goods and service and realize the importance of customer service in service business. Visit to hospitality industry such as hotel and travel agencies and tourism destination will be beneficial.

Objectives of the Unit

After the completion of this unit the students will be able to:-

1. define hospitality.
2. explain the nature of service.
3. describe the meaning, nature and components of tourism.
4. know the evolution of tourism - national and international.
5. realize the importance and impact of tourism.
6. understand who is tourist, their nature and types.

Specification of the content areas of the unit in terms of duration

This unit is divided into 7 sub-units. The time involved in these unit are as given.

S.N	Content areas	Teaching hours
1	Meaning of hospitality and nature of service	3
2	Meaning and concepts of tourism	3
3	Nature of tourism	1
4	Components of tourism	4
5	Evolution of tourism	3
6	Importance and impacts of tourism	3
7	Meaning and types of tourists	3
	Total	20

Description of contents areas of the unit

This unit is divided into different sub-units follows :-

1. Meaning of hospitality
Introduction - General meaning
Service - Meaning and its nature
2. Tourism
Introduction - General meaning
Types of tourism.
Determining factors of tourism
3. Nature of tourism
4. Components of tourism
Concept of attraction in tourism, and types.
Concept of accessibility in tourism and types.
Concept of accommodation in tourism and types.
Concepts of amenities and examples of amenities provided by different tourism related organizations.
5. Evolution (Development) of tourism
International - Pre industrial revolution (Ist phase)
- 1840 to the end of IInd World War (IInd phase)
- Modern tourism
Tourism development in Nepal
6. Importance and impacts of tourism in Nepal
Economic importance and impacts
Social (cultural) importance and impacts
Environmental impacts
Measures to minimize negative impacts and highlight the positive impacts.
7. Meaning and types of tourists

Instructional Materials, Equipments and Tools

Posters, charts, pictures, text book reference materials, and classroom discussion followed by class lectures.

Instructional process/ strategies

The teachers should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Students can absorb the ideas and concepts more easily if they have an opportunity to discuss in a group. Discussion is valuable in introducing a new topic or unit. Students are advised to refer the following books

- Introduction to Hotel Management XI, page 1-50 by Ananda Ghimire & Surya K. Shrestha,
- Travel and Tourism an Introduction, page 11 - 66, and page 104 - 119 by Ananda Ghimire.
- Tourism Fundamental and Practices" page.37/38 by A K Bhatia,
- Tourism & Travel Management by Biswanath Ghosh Page 2/3.

Evaluation

The teachers should give home works. The grading is done on the basis of classroom participation and homework. Teacher should ask short answer questions in the classroom to find out student's level of understandings.

Teachers / institution are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation as described in the Evaluation Part II.

Model questions

Long Answer Questions (10 marks)

1. Discuss the meaning and nature of service hospitality
2. Trace the history of tourism development of Nepal.
3. What is tourism? Write down its types.
4. What is tourism? Why is it necessary in a developing country like Nepal?
5. What is tourism? Write its nature.
6. Explain the nature of tourism?
7. Explain the impacts of tourism? How do you minimize the negative impacts of tourism?
8. What is attraction in tourism? Write its types.
9. What is accessibility in tourism? Explain its types.
10. What is accommodation in tourism? List its types
11. What is the meaning of amenities in tourism? Give examples of amenities provided by different organizations.
12. Who are the tourists? Explain their types.
13. What do you mean by hospitality? Mention its nature.

Short Answer Questions (5 marks)

1. Write short notes on hospitality
2. Explain briefly about service
3. Explain Eco-tourism
4. Explain briefly sustainable tourism
5. What do you understand by accessibility in tourism?
6. What do you understand by attraction in tourism?
7. Explain about the serviced accommodation
8. Write briefly about supplementary accommodation
9. What do you understand by amenities in tourism?
10. Differentiate between manmade attraction and natural attraction
11. Who are tourists and excursionists?

Definition of Key terms

1. **Adding value** - Extra item, image, product or service which add value to the product. For example a good-looking receptionist add the quality of hotel, a garnish on food add value of the food. It can be service tool, service staff, environment, image of the owner or chef, etc. Travel agency add value to the quality of hotel or vise versa.
2. **Accessibility** - possibility/ availability/ transport
3. **Accommodation** - a place to stay overnight.
4. **Adventure tourism** - to convert the adventure into pleasure for the purpose of tourism business
5. **Attraction** - Any thing/object/activity which attracts tourists and attach with it.
6. **Amenities** - Extra facilities, service added with attraction, accessibility and accommodation to create tourism. It includes trust, friendship, hospitality, etc
7. **Back of the house**- Staffs who are not directly involved in providing service. Guests rarely interact with them
8. **Continuously rendered service.** The services are prepared and provided when customer is physically present. Here service is process and is extended to a time limit and it is face to face interaction. For example reservation service, restaurant service, massage, etc
9. **Excursionist** - Temporary visitors, who stay less than twenty- four hours
10. **Front of the house** - Staffs directly involved in providing services. For example receptionist, bellboys, gatekeeper, etc.
11. **High-touch service**- the services which are prepared in advance and customer will receive when he wants such as room reservation, fast food, printed information, housekeeping service, etc

12. **Hospitality**- Literal meaning is "looking after guests well". It includes organizing, providing services and taking proper care of guests. It means friendly and generous treatment of guests. **Hospitality industry** includes all companies involved in providing services for guests. They are travel agencies, hotels, lodges, inns restaurants and all other recreational centers. They provide more mental satisfaction than tangible objects.
13. **Intangibility**- Which can not be seen, tested, felt heard or smell or measured before they are delivered and received by customer. For example travel experience, trust, confidence, hospitality, satisfaction, etc.
14. **Inseparability**- To receive the service customer must be personally and physically present at the point of delivery. Customer can not be separated from the point of delivery. Service is available at the **Point of Service Delivery (POD)**
15. **Interpersonal**: - Personal / individual / connected with or relationship between people.
16. **Perishability**- Which can not be stored. Service cannot be stored. Unused service of a particular day cannot be sold next day or in advance.
17. **Point of contact**- Place, item, product, staff, service customer contact to receive service. It can be building, service environment, delivery items, staffs, follow travelers which they contact and receive positive or negative feelings.
18. **Product formation**. - To put different products and services together to form a product to satisfy the customer. Hospitality is a product formation. It is not made one single item. For example room includes comfort, security, privacy, convenience, cleanness and hygiene, personal, etc
19. **Service brigade**- Team of staffs involved in providing service

20. **Sunlust:-** To travel in search of sunshine/ Adventure activities./ Outdoor activities.
21. **The Moment of Truth.** The actual time when customer interacts with service staff. It is the moment of contact when no management has control. It is the motivation, skill, tools of the service and expectation, behaviour, expectation of the customer determines the quality of the service.
22. **Urban Tourism** - Tourism operated in urban area
23. **Variability** - Services are highly variable. The quality of service depends upon how, when where and who provides them. Each time customer receives different levels of satisfaction from the same level of service, same food gives different test to different people.
24. **Village tourism** - To utilize village and villagers for the purpose of tourism. Tourism managed and operated by villagers for the villagers. Tourism managed and operated by villagers for the villagers.
25. **Wanderlust:** - The desire to travel far away and to many different places to travel to know/ to explore

Text and Reference:

1. **An Introduction to Hotel Management XI** - Ananda Ghimire and Surya K. Shrestha, Ekata Books Distribution Katmandu (2005)
2. **Travel and Tourism an Introduction** - Ananda Ghimire, Ekata Books Distribution Katmandu (2005)
3. **Tourism Fundamental and Practices** - A K Bhatia,
4. **Tourism and Travel Management** - Biswanath Ghosh
5. **Tourism in Nepal** - Y.R. Satyal.
6. Brochures, pamphlets, flyers published by travel organisations.
7. Tourism promotional materials published by NTB and Nepal Government

Unit- II Introduction to Hotel

20 teaching hours

Course description

This unit covers an understanding of catering establishment, hotel and its organization. This unit also introduces with different departments and their functions.

Overall objectives

The overall objectives of this course are:

- to familiarize with hotel and catering establishment;
- to introduce with different department and functions of a hotel
- to explain interrelationship of various departments

Topic (Unit) Introduction

This unit consists of 6 different sub-units.

1. Meaning/ definition of hotel and catering establishment.
2. National and international development of catering and hotel business.
3. Classification of hotels
4. Chain hotels
5. Hotel organization and departmentalization
6. Function and interrelationship of each department.

Prerequisite

Teachers are advised to organize a visit to tourist standard hotel and feminization them with different departments and services of each of the department provides. On the basis of their visit students will prepare the organization chart. In the prepared chart the students will identify the point

of administration, point of service (point of contact), point of sales, and differentiate between earning and non-earning departments.

Objective of the Unit

After the completion of this unit the students will be able to:-

1. define hotel and catering establishments
2. explain the evolution (development) of hotel and catering
3. identify the different types of hotel and their services
4. explain importance of organizational chart
5. understand hotel chains and list names of international hotel chains.
6. explain departmentalization functions.
7. realize the importance of interrelationship of each department.

Specification of the content areas of the unit.

This unit is divided into sub-units as follows. The time involved in these units are as given below.

S. N.	Subject	Teaching hours
1	What is catering	1
2	Various types of catering establishments	2
3	What is a hotel.	1
4	Classification of hotels on the basis of location, number of rooms, types of clients, length of stay, facilities (Star/Crown), Service, Economy, Management	3
5	Concept of chain hotels and classification (Partnership, Franchise, Marketing, Management)	2
6	Some pioneers of hotel and catering.(International and Nepal)	2

7.	Importance of Organizational Chart	1
8	Hotel Organization and departmentalization	2
9	Functions of each department	5
10.	Interrelationship of various department	1
	Total	20

Description of contents areas of the unit

This unit is divided into 4 sub-units. The first part is related to catering, second is related to hotel and third part is related to basics of organization and departmentalization and fourth part is related to functions of different departments of a hotel organization. The detail of the area is as follows

1. Catering

- Introduction of catering
- Types of catering

2. Hotel

- Introduction
- Classification of hotels :
 - On the basis of service and supplementary
 - On the basis of facilities or service (Star / Crown / Diamond)
 - On the basis of Location.
 - On the basis number of rooms,
 - On the basis types of clients,
 - On the basis length of stay of clients, (Star/Crown),
 - On the basis economy,
 - On the basis of management.
 - On the basis of plan.
 - Chain - Introduction to chain hotels
 - Classification on the basis of Partnership, Franchise, Marketing, and Management

- Some popular pioneers of hotel and catering
- 3. Hotel Organization
 - Introduction to organization.
 - Importance of Organization
 - Hotel Organization
 - Hotel Organization Chart on the basis of scale of operation.
 - Functions of various Departments.
- 4. Interrelations of various department

Instructional materials

Posters, organization charts, pictures, text book materials, classrooms discussion should be followed by lectures.

Instructional process/ strategies

The teachers should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Students can absorb the ideas and concepts more easily if they have an opportunity to discuss them in a group. Discussion is valuable in introducing a new topic or unit. Students will be given to refer the following book

- **An introduction to Hotel Management XI** page 51 - 77 by Ananda Ghimire and Surya K. Shrestha.
- **Food and Beverage Service** - Dennis R. Lilicrap, John A Cousins, Third Edition 1990 ELBS.
- **Hotel Front Office Training Manual** - Sudhir Andrews
- **Theory of Catering** - Ronald Kinton and Victor Ceseram

Teachers need to encourage students to list different class of hotels located at different parts of Nepal. At the same time students need to be familiar with hotels, resorts and jungle lodges of Nepal.

Teacher / institution need to organize a students field visit to familiarize the students with star hotels. On the basis of field visit students will identify the importance of hotel location, accessibility, need of amenities. At the same time they will explore the layout of the hotel and different departments, staffs and their responsibilities. Each student is required to prepare a hotel chart identifying **Point of Service Delivery (POSD)** or **Point of Contact (POC)**, **Point of Management (POM)** and **Point of Sale (POS)**

Teachers are required to be familiar with modern management concepts such as what is management and administration, basic functions of management - planning, organization, basis of departmentalization, span of control, delegation and decentralization, coordination and controlling, marketing, etc

Evaluation

The teachers should give home works and evaluate student's level of understanding. The grading is done on the basis of class participation. He should ask short questions in the class to find out student's level of understand. The teacher should evaluate their performance on the basis of their response, participation on the classroom and performance of the given homework.

Teachers / institution are required to prepare and maintain a evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised at Evaluation Part II

Model Questions

A. Long answer question (10 marks)

1. What do you understand by accommodation in hospitality industry?
2. What do you understand by catering? Mention its types.
3. What is hotel ? Classify them under different heading.
4. Write a short essay on the development of hotel in Nepal.
5. What is organization and why it is important in a hotel establishment.
6. What are the basics of hotel organization. Explain major departments and their functions.
7. Explain the functions of different departments of a hotel with example of hotel organization chart
8. Draw a hotel organizational chart and explain the functions of its departments.

B. Short answer question (5)

1. What do you understand by accommodation?
2. Explain briefly types of catering establishment
3. What are the commercial catering establishments. List their names
4. Mention the types of transport catering
5. Define Hotel
6. What is service accommodation, mention their names?
7. Classify types of hotel on the basis of location.
8. Classify hotel on the basis of star grading
9. What do you understand by supplementary accommodation?
10. Explain chain hotels by their types.
11. Write down the importance of organization

13. Write down the importance of hotel organizational Chart
14. Prepare a medium hotel organization chart and identify the Point of Management (POM), Point of Service Delivery (POSD), Point of Sale (POS)

Definition of key terms

- **Accommodation**- a place to stay over night. It may be serviced or non-service. Some of them are directly related to tourism and some of them are not directly related to tourism but they provide overnight stay facility for the travellers. Service accommodations provide housekeeping facility.
- **Cater** - to serve, to supply or provide food. **Catering** - refers to food and drinks. **Catering industry** - refers to hospitality industry providing foods drinks and in certain section accommodation also. **Catering establishment** - An organization which provides food with an objective to satisfy its customer. It includes two aspects; one food and beverage, and other is service. It offers the environment. The difference need to be noticed between " food for food" and "*food for pleasure*" or "*food for test*"
- **Commercial catering establishment** - catering establishments opened with profit earning motive.
- **Chain hotel** - group of hotels belonging to or managed by the same company. They may h have partnership, franchise, management, marketing agreement.
- **Hotel** - The word hotel originated from the word "hostel" and again the word hostel originated from the word "host". Hotels may be generally defined as places which provide overnight, furnished, and serviced accommodation in return for payment". Hotel provides

accommodation meals and refreshments for those who reserve such facilities.

The dictionary defines hotel as “a place which supplies board and lodging” or “a place for the entertainment of the travelers”. British Law defines hotel as a “Place where a bona fide traveler can receive food and shelter, provided he is in a position to pay for it and is in a fit condition to be received”. A hotel is an establishment, which supplies board and lodging by the intention to earn profit, where all persons are prepared to pay a stipulated price for their accommodation; that is furnished or a place to sleep or occupy. They occupy with or without contract as to duration but it should not be permanent. The Hotel may furnish quarters and facilities for assemblage, conference, provide supporting. According to the World Tourism Organisation (WTO) tourist accommodation is used to denote the facilities operated for short term accommodation of guests, either with or without service against payment and according to fixed rates.

- **Hospitality** - is looking after guests or taking care of guests in a friendly and generous manner. **Hospitality industry** - includes all establishments involved in providing services for guests that is lodging, food and beverage and recreational activities.
- **Organization** - the process of combining the work of individuals or groups to perform for the fulfillment of the common goal of an enterprise. **Business organization** - Business is the total activities carried to earn or produce asset or profit. It may be trade, commerce or industry or service. **Organization Chart** - diagram of people working in various departments, showing how a company or office is organized. It describes the responsibility, duty, position, etc of every departments and staffs involved in it.
- **Service accommodation** - accommodation centers providing house-keeping service. The center which has recognized the service as a

product. Where service is provided to earn profit.(housekeeping - see UNIT 6)

- **Supplementary accommodation.** - Not related to tourism and not registered as business organization. They do not provide housekeeping facility. They do not sale their service but they provide accommodation facility.

Key words

Airport Hotel	Downtown Hotel	Food and Beverage
Food Production	Front Office	Housekeeping
HRD/ HRM	Industrial Catering	Inn
Lodge	Motel	Resorts
Room division	Suburban Lodge	Welfare Catering
Youth Hostel		

Text and Reference Books

1. **An introduction to Hotel Management XI** - Ananda Ghimire and Surya K. Shrestha
2. **Food and Beverage Service** - Dennis R. Lilicrap, John A Cousins , Third Edition 1990 ELBS.
3. **Hotel Front Office Training Manual** - Sudhir Andrews
4. **Theory of Catering** - Ronald Kinton and Victor Ceseram
5. **Destination Nepal** - Nepal tourism Board.

Unit- III Front Office Department

25 teaching hours

5 teaching hour class room demonstration

Total 30

Course description

This unit is an introduction of Front Office. It will explain the organization and its functions. The Front office includes different units but at level XI the course includes introduction to guest room, registration, check-in, check-out procedures, and sundry services.

Overall objectives

The overall objectives of this course are to :-

1. explain the Front Office and its organization
2. explain the terminologies used in Front Office
4. introduce the types of rooms and room symbols.
5. explain the registration process.
6. explain the check-in , and check-out process.
7. explain the handling of sundry services.

Topic (Unit) introduction.

This unit consists of 2 parts one is management and other functional. Definition, organizational chart, staffing and job description, attributes and coordination of different departments are related with management function. Front Office terminologies, room symbols, registration. check-in and check-out and sundry services are functional work to be performed by Front Office staffs.

1. Introduction of Front Office.
2. Organization of Front Office.

3. Types of room and Room Symbols.
4. Reception and providing information
5. Registration .
6. Check-in and check-out
7. Sundry services

Objective of the unit

After the completion of this unit, the students will be able to :-

1. define the Front Office, its organization and functions of each unit.
2. explain the terminologies used in Front Office
3. identify the types of rooms and room symbols.
4. handle the registration process.
5. know process the check-in , and check-out process.
6. handle sundry services.
7. understand the importance of coordination of front office with other departments.

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 9 sub-units. The time involved in these units are as given below :

S. N.	Sub-unit	Teaching hour	Class room demonstration hour
1	Definition and role of Front Office	3	
2	Organization Chart, Staffing and Job description	4	

3	Attributes of Front Office personnel	2	
4	Front Office terminologies	3	
5	Types of Rooms and Room Symbols	2	
6	Registration	4	1
7	Check-in and Check-out procedures	3	2
8	Sundry services	3	2
9	Coordination with other department	1	
	Total	25	5 (25 + 5 = 30)

Description of contents areas of the units

This unit is divided into two sub-units, they are as follows:

1. Definition and role of Front Office.
 - Meaning of Front Office
 - Role of Front Office Staffs
2. Essential Attributes of Front Office Staffs
3. Front Office Organization, its units and their Functions
 - Organizational chart
 - Reservation
 - Reception
 - Registration.
 - Information.
 - Front Office Cashier and night audit.
 - Lobby and lobby manager - Bell Desk
 - Business Centers
 - Travel Desk

- Concierge/ Bell Desk
- Telephone / Operator / Exchange
- 4. Front Office Equipment.
 - Room Rack
 - Key Rack
 - Mail and Message
 - Reservation Rack
 - Information Rack
 - Folio Tray
 - Account Posting machine/ Computer
 - Voucher Rack
 - Cash Register
 - Telephone equipment- Call accounting system
 - Credit Card Imprinted - Magnetic Strip Reader
- 5. Room Status and Front Office terminologies
- 6. Types of Rooms
 - Single Room
 - Double Room / Twin Room
 - Triple Room
 - Dormitory
 - Cabana
 - Studio
 - Suits - Single suits, Double suits, Duplex suit, Royal Suit, Pent house
 - Beds - Single bed, Double bed/Twin bed, Extra bed, King-size bed, and Queen size bed.
 - Hotel Plan - EP, CP, BB, BP, MAP, AP, Full Board.
- 7. Reception
 - Importance and functions

8. Registration
 - Meaning
 - Purpose of registration
 - Registration process.
 - Registration forms
9. Information
 - Meaning and their functions
 - Flow of information
 - Basic information need to know.
10. Check-in procedures.
 - Meaning, importance
 - Check -in Process - Group Check -in, VIP Check-in.
12. Check-out procedures.
 - Meaning , importance
 - Check-out process - VIP Check-out.
13. Sundry services
 - Handling message
 - Types of message
 - Providing information about hotel facilities available
14. Front Office coordination with other departments.

Instructional Materials

Posters, charts, pictures, text book materials, reference books, class rooms discussion should be followed by straight lectures. Students need to be familiarize with equipment basic knowledge of their operation such as Key Rack, Reservation Rack, Information Rack, Folio Tray, Computer, Voucher Rack, Cash Register, Telephone equipment- Call accounting system, Credit Card Imprinted - Magnetic Strip Reader

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a tourist hotel and introduce with Front Office. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach.

Students need to participate in

- Preparing Front Office Organization Chart
- Preparing and filing of Guest registration Card
- Role play in Check-in and check-out process.
- Receiving message and managing message slip

Students will be given to refer following books:

- **An Introduction to Hotel Management** - page 81-111 by Ananda Ghimire and Surya K. Shrestha.
- **Hotel Front Office** - Charles E. Steadmon and Michael L. Casanva; AHAM USA
- **Hotel Front Office Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of class participation. He should ask short questions in the class to find out student's level of understanding. The teacher should evaluate their performance on the basis of response, participation on the classroom and performance of the given homework. Participation in the practical class need to be judged.

Teachers / institution offering the course Hotel Management course are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised at the Annex 1

Model questions

Comprehensive Answers (10)

1. Prepare Front Office Organization chart identifying role and functions of each sections.
2. Explain the role and attributes of Front Office staffs
3. What are the functions of reception and methods of registration.
4. Write down to step by step process of check-in
5. Prepare the step by step process of check -out
6. Write down the importance of Front Office coordination with different departments.

Short answer questions (5 marks)

1. Define front office
2. Explain the role of Front Office staff.
3. Prepare Front Office organization chart.
4. Write short notes on the function of reception
5. Write in short the function of reception.
6. Write short notes on Front Office lobby.
7. List down the equipment used in Front Office and explain their functions.
8. Explain the duties and responsibilities of reception department.
9. Explain the duties and responsibilities of registration department.
10. Write down the step by step process of Group check-in.
11. Write down the step by step process of VIP check-in.
12. Write down the step by step process of check-out.

13. Write down the basic information an information assistant must know.
14. Write short notes on Hotel plan.

Definition of key terms

Channel of communication - system or process of communication. How communication moves within department.

Check- in - to arrive at a hotel and write name and address in a list. Action of arriving and registering. **Check- in procedure** - formalities to be done when a guest checks in (allocating a room, taking guest's name, asking the guest to sign the hotel register).

Check-out - action of leaving and paying the bill. **Check -out procedure** - formalities to be done when a guest checks out (presenting the bill and making sure it is paid, taking the room key, etc).

Concierges - a moving information desk. The tables are set up for special function, festival, for a special group or for events.

Errand Card- is a task card which mentions room number, guest name and luggage types. It is prepared by reception and hand over to bell boy.

Image building- Creating good well of the company. Representing positive image of the company.

In-house guest- Guests staying in the hotel.

Personal grooming - process of positive development of a staff.

Paging- Process of identifying and informing of a guest.

Reference point - From where information are received.

Scanty baggage - term used for any guest with light baggage

Skipper- A room status term indicating that the guest has left the hotel room without making arrangements to settle his or her account.

Sundry Services - Extra services. Small but important services provided to the guests. It includes message, male handling of guests.

Registration - The procedure by which guest signifies the intention to stay at the property by completing and signing a registration card. **Registration Card** - the card filled at the time of registration.

Key Words

AP	APT	Adjoining room	Adjacent room
Amendment	Baby sitter	BB	Block
Bill Desk	Cabana	Complementary	CP
Check-in	Check-out	City ledger	CIP
CRS	Diplomacy	Discrepancy	Double Room
Dormitory	DND	DL	EP
ETA	ETD	Executive floor	FIT
Front desk	Folio try	Forecast	Full board
Full house	GIT	Grooming	Hotel Plan
House count	House limit	Interconnecting room	Key Rack
Lanai	Late arrival	Late check-out	Log book
Lobby	Lock out	Materialization	Minus
No-show	NC	Occupancy report	OCC
OOO	Occupied	Out of order	Penthouse Reception
Registration	Reservation	Room Rack	SB
SL	Single room	Sleep out	Studio room
Suit room	Stay over	Triple room Twin room	MAP
Uniformed service	UR	Vacant	V
VC	VIP	Walk-in	

Further Assignment

Students are advised to visit a star hotel and identify the importance of Front Office. On the basis of visit each student will prepare a report including the lay-out of the lobby. Front Office organization chart including the function of

each section, and list the equipment used in the department. At the same time students will observe the check-in, check-out process. They will collect promotional materials published by the hotel and if possible collect different forms and formats used in the department. Finally students should learn to calculate hotel rates on EP, BB, MAP and AP.

Text and Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Hotel Front Office - Charles E. Steadmon and Michael L. Casanva; AHAM USA

Hotel Front Office Training Manual - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

NATHAM - Handouts and training manuals developed by the institutions

Unit-VI Food and Beverage Service

20 Class room theories
5 hour class room demonstration
Total 25

Course description

This unit will introduce with Service department of hotel. The department deals with service of food and beverage to its guests. They create service environment. The course contains more theoretical aspects at level XI. So students will be capable to handle practical job at level XII.

Overall objectives

The overall objectives of this unit are: -

1. to explain the Food and Beverage Service department and its importance.
2. to familiarize with the various types of F&B outlets in a hotel.
3. to introduce the importance of hospitality knowledge , skill and attitude of F & B personnels.
4. to describe the jobs and traits of F& B staffs.
5. to introduce with service equipment and other service appointments
6. to explain the area of coordination with other departments.

Topic (Unit) introduction.

This unit consists of 2 parts one is management and other functional. Definition, organizational chart, staffing and job description, attributes and coordination of different departments are related with management function. Salesmanship, identification of restaurant service equipment, Beverage, and tobacco will provide basic required to serve customer.

1. Introduction of Food and Beverage Service department.
2. Organization of. Food and Beverage Service department.
3. Units of Food and Beverage Service department.
4. F& B Staff , their duty and responsibilities.
5. Hospitality knowledge, skill and attitude of F& B Service Staff.
6. Knowledge of F& B terminologies.
7. Identification of F&B service equipment.

Objective of the unit

After the completion of this unit, the students will be able to :-

1. define F& B service and explain its importance. .
2. explain the various types of outlets in a hotel.
3. understand the departmentalization of F&B.
4. explain the importance of coordination with other departments of a hotel.
5. describe the hospitality knowledge, skill and attitude required for the proper functioning of a hotel
6. discuss the different culinary terminologies used in F&B operation.
7. recognize all types of service equipment.

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 9 sub-units. The time involved in these units are as given below :

S. N.	Subject	Class room	Class demonstration
1	F & B Service department introduction	2	

2.	F&B departments (section)	3	
3.	Hospitality knowledge, skill and attitude	2	
4.	Identification of service equipment and appointments	6	5
5	F & B Organization, Job description	3	
6.	Basic culinary terminologies	3	
7.	Coordination with other department.	1	
	Total	20	5 (20 + 5 = 25)

Description of contents areas of the units

1. F & B Introduction
2. F&B Organization Chart
3. Outlets of F& B department -
 - Banquets
 - Coffee Shop and others
 - Restaurant
 - Room Service
 - Bar
4. Food and Beverage Section - sections required to deal with various aspects of food preparation and service.
 - Still room
 - Pantry
 - Wash-up area
5. F & B Staff, their duty and responsibilities
 - F& B Manager and his job description
 - Assistant F& B Manager
 - Restaurant /Coffee shop /Bar Manager
 - Room Service Manager
 - Banquet Manager
 - Senior Captain
 - Head Waiter /Captain.

- Waiters or Steward
 - Barman, Sommelier
 - Hostess
 - Trainees.
6. Hospitality knowledge, skill and attitude of F&B Service Staff
 - Personal Hygiene and Grooming
 - Physical attributes
 - Work related attributes
 - Social skill
 7. Salesmanship and Handling Complains
 8. Hygiene and Sanitation
 - Personal Hygiene and Grooming
 - Operational Hygiene
 9. Identification of Restaurant Service Equipment
 - Cutlery - identification, their uses and storage
 - Flatware - identification, their uses and storage
 - Glassware -identification, their use and storage
 - Chinaware, Crockery - identification, their uses and storage.
 - Hollowware - identification, their uses and storage
 10. Restaurant Linen use and storage.
 - Tablecloths
 - Slip Cloths
 - Cloth Napkins
 - Buffet Cloths
 - Waiter's Cloths
 - Moulton
 11. Restaurant Furniture
 - Chairs
 - Tables
 - Sideboards (Side station)
 - Trolleys
 12. Bar equipment and their uses
 13. Basic culinary terminologies.
 14. Coordination with other departments.

Instructional Materials

Straight lectures should be followed by posters, charts, pictures, text book materials, reference books, and class rooms discussion. Students need to be familiarized with F& B equipment and basic knowledge of their operation.

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a tourist hotel and introduction with Service Department is more preferable. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach. Classroom discussion about the topics is valuable in introducing a new subject.

Students need to participation in

- Preparing Food and Beverage Service Organization Chart
- Role play in customer service
- Developing correct approach towards the customer and willingness to help and anticipate customer need and wishes.
- Identify the F&B equipment and appointments.
- Understanding the basic culinary terminologies.

Students will be given to refer following book

- **An Introduction to Hotel Management XI** page 115 -143 by Ananda Ghimire and Surya K. Shrestha.
- **Food and Beverage Service** - Dennis R. Lilicarp, John A Cousins, ELBS
- **Food & Beverage Service Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of class participation, unit test, term examination, and participation in the demonstration classes. He should ask short questions and objectives questions in the class to find out their level of understand. Long answer questions are used for homework. The teacher should evaluate student's performance on the basis of their response, participation on the classroom and performance of the given homework. Participation in the demonstration class need to be judged.

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. The evaluation system is advised in the Part II.

Model questions

1. Prepare an organizational chart of F & B service department and show its outlets and staffing
2. Explain the functions of F& B service department of a large hotel.
3. Explain the hospitality, knowledge and skill of a F & B service staff.
4. Discuss the importance of personal hygiene and grooming of F&B service staff.
5. Discuss process of operational hygiene of F & B.
6. What do you understand by tableware and how do you manage their storage?
7. What do you understand by Chinaware (Crockery), explain their types and uses?
8. What do you understand by restaurant linen explain the use of different types of linen?
9. Discuss about the restaurant furniture.

Short answer questions

1. Differentiate between fine dining restaurant and Coffee Shops.
2. Write short notes on Banquets
3. Write a note on the service provided by coffee shop of a big hotel.
4. Write down the duties of Food & Beverage Manager.
5. Describe the responsibilities. of Captain or Head Waiter.
6. Write short notes on purpose and importance of F & B cooperation with other departments of hotel.
7. Explain the types and purpose of sideboards (side station).
8. List hollowware with examples.

Definition of key terms

1. **Banquet** - Sumptuous feasts or formal ceremonial feasts, which involves a luxurious management and lavish expenditure.
2. **Dining** - Place where foods are serviced.
3. **Pre-plated** - The food is already portioned and positioned on the plate from the kitchen.
4. **Fine Dining Restaurant** - Offering high class of service and facilities. It aims to provide excellent food and service in a good decor and ambience.
5. **Linen** - Tablecloths, cloth napkins, moulton and slip cloth are usually known as linen. Soiled linen- used or dirty linen. **Moulton** - a thick fabric with lint laid on the surface of the table with pin underneath. It is absorbent, has smooth surface and is sound resistant. It is used to hold tablecloth. **Table cloth** - are laid over the table on top of moulton. **Slips Cloths** - are laid over the table on top of tablecloth. Its protects tablecloth from spillage.
6. **Outlet/Units** - different sections of F& B Service Department
7. **Sommelier**- Wine waiter. The person in charge of serving the wine in a restaurant.
8. **Spillage**- Spill - liquid fall by mistake
9. **Flatware** - all forms of spoon and fork.
10. **Cutlery** - knives, and other equipments used for cutting
11. **Hollowware** - any item made from silver or china used to keep. It is made in a way that it can hold something in it.

12. **Silverware-** Stainless steel
13. **Crockery** - plates, cups, saucers, and bowls, etc

Key Words

A la carte	Appetizer/ Hors d' oeuvre	Au gratin
Batter	Bar	Briefing
Brunoise	Buffet Bouguet garni	Canape
Consomme	Crepe	Crouton
Chinois	Carte du jour	Cloute Coffee shop
Diner	Darne	Demi glace
Dummy waiter	Escalop	EPNS
Fricasse Fritters	Gue'ridon trolley	Glass ware
Gelastine Geteau	Glace	Grate
Julienne Macedoine	Mire Poix	Marinade
Menu	Mis-en-scene	Mis -en- place
Navarin	Pain	Pane
Papillote	Petit de jeuner	Plat du jour Prove
Restaurant	Roux	Salamander Season
Sieve	Skins	Spatula Supreme
Trancon	Table du hot /TDH	Wok
Zest		

Further Assignment

Students are advised to visit a star hotel and identify the importance of Food and Service Department. On the basis of visit students will prepare a report including the layout of the restaurant, list the equipment and their use used in the service department. At the same time students will observe the service provided. They will participate in role-play of dummy food service.

Text & Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Food and Beverage Service - Dennis R. Lilicarp, John A Cousins, ELBS

Food & Beverage Service Training Manual - Sudhir Andrews, Tata

Mcgraw-Hillia Publishing Company. Ltd.

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Unit-V Kitchen
(Food Production Department)

30 Class room Theory
5 hours demonstration
Total 35

Course description

This unit will introduce with Kitchen of hotel. The department deals with production of food to its guests. The course contains more theoretical aspects at level XI. So students will be capable to handle practical job at level XII.

Overall objectives

The overall objectives of this course are to:-

1. define the Kitchen department and its importance.
2. explain the job task and responsibility of kitchen staff.
4. explain the importance of hygiene.
5. introduce nutrition.
6. explain the area of coordination with other departments.

Topic (Unit) introduction.

This unit consists of 2 parts one is management and other is functional. Definition, organizational chart, staffing and job description, attributes and coordination of different departments are related with management function. Hygiene, identification of food commodities, nutrition and food poisoning will provide basic knowledge to participate in practical. class

1. Introduction of Kitchen .
2. Organization of. Kitchen department and staffing.

3. Hygiene.
4. Food Commodities.
5. Elementary Nutrition
6. Food poisoning

Objective of the unit

After the completion of this unit, the students will be able :-

1. to define kitchen department of hotel.
2. to explain hygiene and kitchen safety.
3. to know causes food poisoning.
4. to know about the nutrition.
6. to realize the importance of balance diet

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 6 sub-units. The time involved in these units are as given below :

S. N.	Subject	Class room	Class demonstration
1	Introduction of kitchen	5	
2.	Kitchen organization and staffing	3	
3.	Hygiene and safety	3	
4.	Food Commodities	10	5
5	Elementary Nutrition	6	
6.	Food Poisoning	3	
	Total	30	5 (30 + 5 = 35)

Description of contents areas of the units

1. Introduction
 - Introduction of kitchen
 - Kitchen planning and layout.
 - Types of Kitchen - Conventional kitchen
 - Central kitchen
 - Satellite kitchen
 - Combine preparation and finished kitchen.
2. Kitchen organization
 - Objective and basis of organization
 - Staffing - Executive Chef,
 - Sous chef
 - Chef de parties
 - Commis
 - Apprentice
3. Hygiene - Introduction, and its importance.
 - Kitchen hygiene
 - Personal Hygiene
 - Kitchen safety - basic guidelines of kitchen safety and.
4. Food Commodities-
 - Vegetables - classification, composition, storage and quality signs
 - Cereals - Identify different types of cereals, (Corn, Rice, Barley, Oats, Tapioca, Sago and Arrowroot)
Flour (whole meal, wheat meal, white flour, self-raising, Semolina)
 - Milk and Milk products - Composition of milk
Treatment of milk (Pasteurized, homogenized, evaporated, Sterilized, Condensed, UHT, Skimmed, Powdered,
Milk products - cream, butter, Cheese, Yoghurt
 - Fruits and nuts - classification, quality signs, storage and use

- Poultry - Classification, different cuts use and quality signs.
 - Eggs - Quality sign and usage of eggs
 - Lamb/Mutton - Source, common cuts, and uses, and quality signs
 - Pork - Source, common cuts, uses, and quality signs (Bacon and Ham).
 - Buffalo
 - Fish and seafood - Classification, culinary uses, and quality signs.
Storage and preservation
 - Raising agents - different types (yeast, baking powder) and their use
 - Fats and oils - source and use
 - Spices and Herbs - different types of herbs and species and their uses
5. Elementary Nutrition
- Introduction
 - Proteins
 - Fats
 - Carbohydrates
 - Vitamins - Vitamin A, Vitamin B, Vitamin C, Vitamin D
 - Minerals - Sources, functions,
Types - Calcium, Iron, Sodium, Iodine and water
Food values
Heat effect on natural.
6. Food Poisoning
- Introduction
 - Cause of food poisoning - Natural, Chemical, and Metallic
 - Common Harmful Germs
 - Contaminated food
 - Control measures.

Instructional Materials

Posters, charts, pictures, text book materials, reference books, class rooms discussion should be followed by straight lectures. Students need to be familiarized with Kitchen, cooking equipment, Kitchen hygiene and safety.

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a tourist hotel/ catering and introduce with Kitchen Department is more preferable to teach this unit. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach.

Students need to participation in

- Preparing Kitchen Organization Chart
- Identifying different foods items, food value.
- Identifying spices and herbs and their uses

Students will be given to refer the following books

- **An Introduction to Hotel Management XI**, page 115 -143 by Ananda Ghimire and Surya K. Shrestha.
- **Theory of Catering** - Ronald Kinton, Victor Ceseran, ELBS 1992

Evaluation

The teachers should give home works. The grading is done on the basis of class participation, unit test, term examination, and participation in the practical classes. He should ask short questions and objectives questions in the class to find out their level of understand. Long answer questions are used for homework. The teacher should evaluate student's performance on

the basis of their response, participation on the classroom and performance of the given homework. Participation in the practical class need to be judged.

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. Refer to Part II for evaluation system to be followed.

Model questions

Long answer questions (10)

1. What are basic points to be considered while designing (planning) a kitchen?
2. Explain the types of kitchen and their functions.
3. Prepare an organization chart of a kitchen and explain the responsibilities of Executive Chef.
4. What are the points to considered for kitchen hygiene?
5. Explain the type of vitamins and their sources?
6. What are the causes of food poisoning and how do you prevent them

Short answer questions (5)

1. Write a note on personal hygiene to be followed by cooks.
2. What are the kitchen safety rules?
3. What are the sources of proteins?
4. What are the sources and use of carbohydrates in human body?
5. Write short note on minerals.

Definition of Key Terms

1. **Cuisine** - art of cooking or food preparation and art of service. or kitchen.
2. **Pastry / Bakery** - ice-cream, cakes, breads, pies, etc
3. **KOT** - Kitchen Order Ticket.
4. **Scullery areas** - where cups and pots are washed and cleaned.
5. **Chef** - who is in charge of preparing food in a restaurant or hotel.
6. **Nutritive** - food which is necessary for growth
7. **Proteins** - food which is necessary for growth, maintenance, and repair of body.
8. **Contaminated food** - any food which is infected by bacteria, toxin, chemical substance and poison is created
9. **Culinary terminologies** - Please refer to page 220- 230 " Introduction to Hotel Management " by Ananda Ghimire and Surya K. Shrestha.

Text & Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Theory of Catering - Ronald Kinton, Victor Ceseran, ELBS 1992

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Unit-VI House Keeping Department

15 Class room Theory
5 hours demonstration
Total 20

Course description

This unit will introduce with Housekeeping Department of hotel. The department deals with providing cleanliness, comfort and aesthetic value of any place in a hotel. Their secondary function are the provisions of uniform, F& B table linen, lost and found services, etc.

Overall objectives

The overall objectives of this course are to:-

1. explain the Housekeeping department and its importance.
2. introduce the job task and responsibility of Housekeeping staff.
4. familiarize with the basic housekeeping terminologies, forms and formats used in the department.
5. explain the key management and handling difficult situations
6. explain the guest room supply. .

Topic (Unit) introduction.

This unit consists of following topics.

1. Introduction of housekeeping department .
2. Organization of housekeeping department and staffing.
3. Guest room
4. Housekeeping terminologies.
5. Linens
6. Keys
7. Handling situations
8. Coordination with other departments.

Objective of the unit

After the completion of this unit, the students will be able :-

1. to define Housekeeping department of hotel.
2. to explain the housekeeping chart and staffing.
3. to know housekeeping terminologies.

4. to know about guest room
5. to know linens management.
6. to manage keys.
7. to handle difficult situations
8. to know the importance of coordination.

Specification of the content areas of the unit

This unit is divided into two parts management and functional part. The unit is divided into 6 sub-units. The time involved in these units are as given below :

S. N.	Subject	Class room	Class demonstration
1.	Definition and function of housekeeping	1	
2.	Organization Chart and staffing	2	
3.	Personal attributes	1	
4.	Housekeeping terminologies	1	1
5	Guest room	2	2
6.	Forms and Formats	1	1
7.	Linens / Uniforms	2	1
8.	Keys	2	
9.	Handling situations	2	
10.	Coordination with other department	1	
	Total	15	5 (15 + 5 = 20)

Description of contents areas of the units

1. Introduction
 - Introduction of Housekeeping
2. Housekeeping Chart and Staffing
 - Executive housekeeper
 - Assistant Housekeeper
 - Linen / Uniform Supervisor
 - Desk control supervisor.

- Floor supervisor
 - Night supervisor.
 - Public area supervisor.
 - Room attendants / Senior room attendants
 - Horticulturist.
 - Other junior staff - Carpet crew, House men, Helpers, Casual labourers.
3. Personal attributes.
 4. Housekeeping terminologies.
 5. Guest Room
 - Introduction.
 - Contents and supplies.
 6. Forms and Formats.
 - Room Report
 - Room Checklist
 - Lost and Found
 - Gate Pass Slip
 - Maintenance Order Slip.
 7. Linens / Uniforms
 - Introduction and importance
 - Types - Housekeeping linen, Food and Beverage service linen, Uniforms.
 - Inventory, control and storage.
 8. Keys
 - Introduction
 - Types of Keys - Guest room key, Floor section key, Floor master key, Master key, Grand master key, Emergency key.
 - Control
 9. Handling Difficult Situation
 - Guest complain
 - Sick guest,
 - Dead guest.
 - Lost and found
 10. Coordination of Housekeeping department with other departments

Instructional Materials

Posters, charts, pictures, text book materials, reference books, class rooms discussion should be followed by straight lectures. Students need to be familiarized with housekeeping department.

Instructional process / strategies

The teacher should keep the straight lecture to the minimum. Ample opportunity should be given for class discussion. Visit to a hotel and its Housekeeping Department is more preferable to teach this unit. Student can absorb the ideas and concepts more readily if they have an opportunity to participate in practical approach.

Students need to participation in

- preparing housekeeping organization chart and identify the job of each of them
- Identify room supply.
- Use of Forms and formats
- Identification and use of linens

Students will be given to refer the following book

- **An Introduction to Hotel Management XI** page 195 - 219 by Ananda Ghimire and Surya K. Shrestha.
- **Hotel Housekeeping** - Margert, M. Kappa , Aleba Nitschke Patricia , BS AHMA, USA
- **Hotel House Keeping Training Manual** - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

Evaluation

The teachers should give home works. The grading is done on the basis of class participation, unit test, term examination, and participation in the practical classes. He should ask short questions and objectives questions in the class to find out student's level of understand. Long answer questions are used for homework. The teacher should evaluate performance on the

basis of response, participation on the classroom and performance of the given homework. Participation in the practical class need to be judged.

Teachers / institution offering the course Hotel Management are required to prepare and maintain an evaluation format of each individual students. The prepared evaluation will be checked and approved by external examiner assigned by HSEB for the final evaluation. Refer to Part II for evaluation procedure to be followed.

Model questions

Long answer questions (10)

1. Write down the basic functions of housekeeping department.
2. Prepare an organization chart of a Housekeeping department and explain the responsibilities of Executive Housekeeper.
3. Explain the functions of housekeeping staff?
4. Discuss about the personal attributes of a housekeeping staff.
5. Explain the use and purpose of different types of keys.
6. Explain the purpose of relationship that housekeeping department maintains.
7. What do you understand by guestroom and list the room supply?
8. What is linen explain the types and their control system?
9. Write down the basics of handling guest complain.

Short answer questions (5)

1. Write short note on purpose and use of Room report form
2. Write short note on purpose and use of Room checklist form.
3. Write short note on purpose and use of lost and found form.
4. Write job description of room maid
5. Explain different types of keys used in hotel
6. How do you handle sick guest?
7. How do you handle dead guest?

Definition of Key Terms

Please refer to "Introduction to Hotel Management XI" page 230 Ananda Ghimire and Surya K. Shrestha

Key Words

Bathmat	Bed sheets	Bed spread
Bidet	Blade dispenser	Breakfast knob card
Blanket	Cloak room attendant	Curtain Desk control
Double bed	DND card	Door knob card
Disposal bag	Disinfectant	Fan coil unit
Fold away bed	Floor master key	Gate pass
Guest room key	Guest complain	Guest comment card
Guest stationary	Hotel brochure	Horticulture
House keeping line	House keeping materials	House keeper
House man	King size bed	Lost and found
Lounge chair	Mattress pad	Maintenance slip
Master key	Par stock	Please make up room card
Service directory	Shower caps	Pillow case Room maid
Queen size bed	Roll away bed	Room report
Room check list	Single bed	Sofa cum bed
Sewing kit	Soap sud	Shoe mirt
Towels	Valet	Valet list
Wash basin		

Text & Reference

An Introduction to Hotel Management XI - Ananda Ghimire and Surya K. Shrestha

Hotel Housekeeping - Margert, M. Kappa , Aleba Nitschke Patricia , BS AHMA, USA

Hotel House Keeping Training Manual - Sudhir Andrews, Tata Mcgraw-Hillia Publishing Company. Ltd.

NATHAM - Handouts and training manuals developed by the institutions

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