

**GARDEN CITY UNIVERSITY  
BACHELOR OF HOTEL MANAGEMENT  
SEMESTER- VIII**

<b>COURSE TITLE</b>	<b>COURSE CODE</b>
Human Resource practices – Industry exposure	07AHMRHR17851
Safety, security and travel documentation Facilitation Management Practices-Industry Exposure	07AHMRSS17852
Practices in Retail Management (Industry Exposure)	07AHMRRM17853
Practices in Event Management (Industry Exposure)	07AHMREM17853
Practices in Laundry Management (Industry Exposure)	07AHMRLM17853
Practices in Food Service Management (Industry Exposure)	07AHMRFS17853
Practices in Accommodation Management (Industry Exposure)	07AHMRAM17853
Practices in Culinary Management (Industry Exposure)	07AHMRCM17853
Practices in Bakery Management (Industry Exposure)	07AHMRBM17853
Practices in Front Office Management (Industry Exposure)	07AHMRFO17853
Practices in Foreign Cuisines (Industry Exposure)	07AHMRFC17853
Writing skill for hospitality (writing of industrial reports)	07ASECO17831
Hospitality Operation Software Skills	07ASECO17832
Trade Presentation Skills	07ASECO17831

**CREDITS: 24**

## **HUMAN RESOURCE PRACTICES**

### **WHAT TO OBSERVE:**

1. Organization mission/ vision/ values
2. The human resource divisions
3. Human resource roles
4. HR challenges
5. Manpower planning and development
6. Managing workers
7. Recruitments – policy & techniques
8. Group expectations from new employees
9. Learning & development
10. Training practices & methods
11. Organizational culture
12. Managing employee performance
13. Employee motivation
14. Job satisfaction
15. Organizational culture
16. Disciplinary action
17. Innovative practices in units/ group

## **SAFETY, SECURITY & TRAVEL DOCUMENTATION FACILITY MANAGEMENT PRACTICES**

### **WHAT TO OBSERVE:**

1. Safety & Security
2. The structure & key people
3. Best practices
4. Security policy & guidelines in the organization
5. Dealing with emergencies - death, crisis management, and disaster management.
6. Fire fighting
7. Interacting with media
8. Any incidents reported.
9. Industrial disputes
10. Labor unions
11. Labor laws
12. Layoffs and Lock out
13. Environmental policies of 1986
14. Know the guest (Black listed)
15. Travel documentation procedures

## **RETAIL MANAGEMENT**

### **WHAT TO OBSERVE**

1. Type of service
2. Type of clientele
3. Source of clientele
4. The layout (interior/theme)
5. Operation procedure
6. Turn-over ratio
7. Raw material intending/ procuring procedure
8. Duties & responsibility of staff
9. The operating hours
10. Services/inventions offered
11. Budget/ financial position
12. Employee recruitment policy
13. Employee retaining policy
14. Sales/marketing team or policies/activities
15. Employee training/technology updation facilities
16. Discount/compensation facility or authority
17. Standard/signature products

## **EVENT MANAGEMENT**

### **WHAT TO OBSERVE**

1. Source of events/business
2. Duties and responsibilities of staff
3. Marketing techniques
4. Procedure for planning events
5. Various check list
6. Stores/storage of equipments
7. Sources of manpower
8. Handling/communication procedure
9. Products/brands use by the company
10. Working hours/environment
11. Best practices followed by company
12. Finance handling

## **LAUNDRY MANAGEMENT**

### **WHAT TO OBSERVE**

1. Types of laundry- location
2. Operation timing
3. Equipment used (brand/ specification)
4. Chemicals
5. Sources of material/ type of material
6. Standard laundry procedures
7. Standard laundry cycle
8. Laundry collection/ distribution channel
9. Standard price
10. Source of energy/water
11. Policy for damage
12. Scope & responsibilities
13. Layout of linen room, uniform room & laundry
14. Hierarchy in linen & uniform room and laundry
15. Numbers & types of linen & uniforms
16. Identification of linen & uniforms – even in folded state
17. Storage of linen & uniforms
18. Darning and stitching of linen & uniforms
19. Pest control procedures – especially mildew control
20. Exchange/ issue of linen & uniforms
21. Maintenance of Par stock
22. Inventory & discard procedure – percentage of discard
23. Material procurement & sources of material
24. Coordination with other departments – especially personnel & purchase
25. Records, files & registers maintained in linen room, uniform room & laundry
26. Cleaning & maintenance of linen and uniform room
27. Furniture upholstery
28. Liaison between housekeeping & laundry
29. Hierarchy of the laundry
30. Various types of equipment in laundry
31. Chemicals used in laundry

32. Procedure to check for hardness in water
33. Laundering of bed linen, bath linen & F&B linen
34. Laundering of uniforms
35. Finishing of linen & uniforms
36. Procedure of Dry-cleaning
37. Handling of guest laundry

## **FOOD SERVICE MANAGEMENT**

### **WHAT TO OBSERVE**

1. Technology used by management
2. Management techniques
3. Inventory/issuing/receiving system
4. Billing/ ordering procedure
5. Types of meal & timing
6. Responsibility of staff
7. Procurements techniques
8. Cover/ person that are accommodated during meal hours
9. Structure of institution
10. Cleaning / maintenance procedure
11. Timing of operation
12. Standard service timing
13. Waste management
14. Type of equipment used/specification
15. Inventory system / procedure
16. Reservation procedure
17. Specialty of outlet
18. To develop and perfect skill and techniques for formal banquet services, function, calculation of space for banquets, banquet menu. Setting of various types of buffet. Gueridon and flame work and induce supervisory responsibility in students.
19. Cooking and carving at table.
20. Designing and setting the bar
21. Kitchen stewarding: record maintaining and inventory
22. Arranging a theme dinner/ food festivals
23. practice on standard operating procedures in restaurant
24. List of restaurant equipment manufacturer
25. Preparation of duty roasters in restaurants & function catering planning & operating outlet (specialty, fast food and coffee shop, bar)
26. Supervisory skills, sop,
27. Calculation of space for banquet menu & service, various types of buffet, formal
28. Banquets
29. using and operating machines & micro and other software

30. art of cocktail mixing
31. To know about food service facilities planning: introduction, design & layout.
32. Understanding characteristics, scope, objectives, facilitating production, materials handling, space utilization, maintenance & cleaning, cost control, investment in equipment, labor utilization, supervision, flexibility.
33. Learning about the planning process: preliminary planning information, prospectus, commissioning planners, developing the concept, equipment requirements, space requirements, developing preliminary plans preparation of final plans, preparing specifications, binding & awarding contracts, constructions. Preparing of prospectus: importance, customer & user characteristics, developments the
34. Importance of feasibility study: importance of market survey, site analysis, cost estimates.
35. Understanding about functional planning: functions, concept of flow, functional requirements, receiving storage, preparation, cooking, baking, serving, dish washing, pot & pan washing, waste disposal, other requirements.
36. To know planning the atmosphere: atmosphere & mood, color, lighting, acoustics, noise & music, climate control, furnishings, exterior design, advertising & public relations.
37. Identifying work place design: developing work place, work place environment, concepts of motion
38. The need of economy, materials handling, designing safe work place,
39. To understand the space requirements: introduction – space estimates, total facility size, dining areas, production areas, space calculations, receiving area, storage areas, serving areas, dining areas.
40. To learn the importance of layout facilities: space arrangements, flow, other criteria for lay out, layout configurations, relationship charts for lay out, lay out guides, layout of storage areas, layout of main cooking areas, layout of dish washing areas.

## **ACCOMMODATION MANAGEMENT**

### **WHAT TO OBSERVE**

1. Total No's of Rooms/Area provided for accommodation A. Star Category
2. Reservation Procedure
3. Operation Timing
4. Cleaning Schedule (Daily/weekly/Spring)
5. Services/facilities provided by Management
6. Staff Structure/Shift Timing
7. Co-ordination between the staff/dept.
8. Discount
9. Billing procedure
10. Staff structure
11. Various formats used by departments
12. Facilities/ amenities provided in Room
13. Examine and comment upon the organization of the Rooms Division and the Front Office.

14. Hierarchy of the Housekeeping Department
15. Scope of authority and responsibility
16. Policies and procedures
17. Staffing & duty allocation
18. Method of inspection & control
19. Reports prepared & records maintained
20. Situations and problems – how the EHK handles
21. Meetings attended/ conducted
22. Departmental budget & expenses
23. Coordination with other departments – especially front office, engineering and projects
24. Training of employees – methods & frequency
25. Keeping abreast of the trends, market and competition
26. Communication systems used in department
27. Use of technology in operations
28. Handling & coordinating room renovation
29. Handling & coordinating room refurbishment
30. Coordination with interior designers
31. Contract services – types, policies & procedures
32. Special attributes of each product & developing new product
33. Evaluation & appraisal of staff – method & frequency

## **FLOOR MANAGEMENT**

1. Scope and responsibility
2. Duty allocation & assignment of tasks
3. Time taken to check rooms
4. Checklist used
5. Procedure of releasing of rooms
6. Various status of rooms
7. Coordination with Control Desk, Front Office and Maintenance
8. Coordination with Security department

9. Fire prevention & safety systems on floors
10. Procedure of fresh linen procurement and sending soiled ones to laundry
11. Coordination with laundry
12. Spring cleaning procedure
13. Annual maintenance
14. Procedure for OOO rooms
15. Coordination with room service & bell desk
16. Pest control procedures
17. Floor pantry layout and function
18. Special services / loan items – hot water bag, baby-sitting etc
19. Evening turn down
20. Freshen up service/ second service
21. Briefing & debriefing

**ROOMS – Observe the following:**

22. Number of rooms cleaned in a shift
23. Procedure for entering the room
24. Time taken in making bed
25. Time taken to clean bathroom
26. Time taken to clean different types of rooms - (standard/ suite/ VIP rooms)
27. Cleaning equipment and detergents / any other cleaning supplies used
28. Guest supplies placed in guestroom& bathroom
29. Procedure for procurement and replenishment of guest supplies
30. Replenishing supplies from Floor pantry
31. Systematic approach in cleaning a room (standard/ suite/ VIP rooms) and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, air conditioning, television etc.
32. Fatigue and RMI factors involved
33. Stocking of Housekeeping cart with all items for maximizing efficiency
34. Maintenance (cleaning/ polishing) of surfaces such as woodwork, brass, glass and other surfaces



35. Procedure for handling soiled linen & procurement of fresh linen
36. Procedure for 'Freshen up' and 'Turn down service'
37. Room layout, color schemes and furnishings used in various categories and types
38. Carpet brushing and vacuum cleaning procedure
39. Windowpanes and glass cleaning procedure and frequency
40. Minibar replenishment procedure
41. Room attendant's checklist and other formats used
42. Procedure of room inspection by supervisor
43. Policy and procedure for day-to-day cleaning
44. Handling of guest laundry & other services (like shoe shine etc.)
45. Procedure for handling maintenance work
46. The use of technology in handling rooms
47. In-room IT amenities for guests
48. In-room fire-prevention system
49. Procedure of handling DND/ PRIVACY
50. Procedure for clearing the room for sale to Front Office

**PUBLIC AREA – Observe the following:**

1. Scope & responsibilities
2. Duty and staff allocation, scheduling of work and daily briefing
3. Policies and procedures followed
4. Inspection using checklists
5. Time of cleaning of various public areas
6. Tasks carried out by the carpet crew, window cleaners and polishers& frequency
7. Cleaning and maintenance of different types of flooring in public area
8. Cleaning of various types of surfaces in public area
9. Cleaning of spa and cloak rooms
10. Cleaning of entrances and lobby
11. Methods of stain removal from surfaces
12. Inspection and checking of public area by supervisor
13. Importance of Banquets Function Prospectus (BFP)

14. Maintenance Order/ Work order procedure
15. Fire prevention and safety systems
16. Coordination with Lobby Manager, Security, maintenance, Horticulture and other departments
17. Pest control procedures and their frequency
18. Garbage & trash trolley cleaning
19. Disposal of garbage
20. Supervision of carpet cleaning crew, window cleaners & façade cleaners
21. Equipment and operating supplies used the procedure for its procurement
22. Policy and procedures followed for various cleaning procedures
23. Work of Horticulture and Florist room
24. Training and development of staff

**NIGHT SHIFT OPERATIONS – Observe the following:**

1. Scope & responsibility
2. Night shift manpower
3. Cleaning and maintenance work during night
4. Coordination with security, engineering, front office & room service during night
5. Night manager's checklist, records and formats

**CULINARY MANAGEMENT**

**WHAT TO OBSERVE**

1. Source of Manpower
2. Area/Layout of kitchen
3. Indenting/Receiving/Storing Procedure
4. Standard formats/Certificate required for Institution
5. Various equipment (Small/Large) required for dept.
6. Types of Menu/Cuisine
7. Procurement of Raw Material.

8. Standard Recipes
9. Preparation Technologies
10. Waste Management
11. Standard Portion/preparation timing
12. Various practices followed during peak/lean Timing/hours
13. Signature dishes

## **BAKERY MANAGEMENT**

### **WHAT TO OBSERVE**

1. Area/Layout
2. Equipments required
3. Various preparation/Menu
4. Operation hours
5. Standard Recipe
6. Issuing/Receiving Procurements
7. Standard Receiving/sale procedure
8. Waste Management

## **FRONT OFFICE MANAGEMENT**

### **WHAT TO OBSERVE**

1. Total capacity and tariffs of the rooms
2. Size, situations and general color schemes of rooms and suites
3. Observe and comment upon the method of entering a guest reservation in the records,
4. Special rates and discounts applicable to FITs, groups, business houses, airlines, VIPs etc.
5. Identify the various packages and guest incentives, reward programs
6. Discounts available to travel agents, tour operators, FHRAI members etc.
7. Observe and comment on the attitudes of the guest reception staff. Do they understand the importance of courteous and efficient guest relations?
8. Greeting, meeting & escorting the guest
9. Learn how to register a guest.
10. Key card preparation and risks involved
11. How are guests' valuables protected?

12. Try to do a guest check-out and payment by various methods—advance deposit, cash, credit card, master billing, tour, etc.
13. How to receive and room a guest
14. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
15. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
16. How to take check-ins and check-outs on the computer
17. Various reports prepared by reception
18. Key check policy
19. Mail & message handling procedures
20. Departure control
21. In case of fire, what evacuation procedures exist? Are they adequate to protect handicapped guests, staff, and records? How might they be improved?
22. There are certain shifts that are more important to be done in order to learn the systems and procedures of the department. You should make sure that you cover all shifts so as to understand the department completely.
23. Identification of kind, mode and type of reservation
24. Filing systems and follow-up on reservations
25. Types of plans and packages on offer
26. Forms and formats used in the department
27. Meaning of guaranteed, confirmed and waitlisted reservations
28. Reports taken out in the reservations department
29. Procedure of taking a reservation
30. Group reservations, discounts and correspondence
31. What is the policy toward overbooking?
32. If over commitments occur, who determines when, where, and how “walks” are relocated?
33. To what extent are they reimbursed?
34. Describe the procedure for group and convention business blocks.
35. What is the policy for compensated/complimentary (comp.) rooms and upgrades? What approval and reporting are required?
36. Difference between house use, complimentary rooms
37. Room blockings
38. Percentage of no-shows, cancellations, over-stay and under-stay to calculate safe over booking
39. Group and crew rooming, pre-preparation and procedures
40. Scanty baggage/ Walk-in guest policy- to what extent advance is taken
41. Cashier’s takeover at the beginning of a shift- procedure
42. Cash bank handling- procedure followed when amount in the bank reduces due to high paid-outs
43. Co-ordination of cashier with Accounts, house keeping, room service, club lounge, other outlets
44. Various forms prepared and maintained by cashier
45. Foreign currency exchange procedure
46. How discrepancies in accounts are handled
47. Hand over to next shift in charge

48. Are the funds adequately protected, properly accounted for and deposited immediately?
49. What are the procedures/restrictions for petty cash purchases?
50. Night audit process, reports generated
51. Housekeeping discrepancy- who prepares and who checks, how many times a day – investigation
52. Handling of room changes / rate amendments / date amendments / joiners / one person departure/ allowances / paid outs and all formats accompanying them
53. Requisitioning of operating supplies- on what basis and when?
54. Handling of special situations pertaining to guest grievances, requests etc
55. **BELL DESK / CONCIERGE FUNCTIONS:** luggage handling during check-in & check-out, left luggage procedures, wake-up call procedures, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
56. **TRAVEL DESK:** coordination, booking, transfers etc.
57. Learn the reservation system. How are the numbers of reservations determined? How are walk-ins handled?
58. Are there job descriptions for various jobs?
59. How are staffing levels determined?
60. Who prepares the duty rosters and factors considered while preparing roster.
61. How are servers paid?
62. What disciplinary policies are practiced with employees?
63. Is there an employee evaluation system?
64. What training policies and programs are utilized?
65. Are there problems that could be eliminated with training? Please identify two.
66. What is the procedure for handling guest complaints?
67. How does front office co-ordinate with various distribution channels- GDS/ CRS to handle reservations
68. How does front office co-ordinate with sales department for cutting down on rates and selling the rooms
69. Functions of the Revenue Department and co-ordination with Front Office

## **FOREIGN CUISINE**

### **WHAT TO OBSERVE**

1. Experts for cuisine
2. Availability of Raw Material
  - A. Bases of Cuisines
  - B. Base of spices
  - C. Base of popular
  - D. Base of Food/Dishes
  - E. Seasonal Dishes

3. Availability of Equipments
4. Understand the Language/Mark
5. Operating hours
6. Standard Recipes
7. Availability of Manpower
8. Setting up of Menu
9. Local ethics/ Religious Requirement
10. Promotion of Cuisine
11. Waste Management
12. Storage/ Preparation Technologies, Various Spices used.

**WRITING SKILLS FOR HOSPITALITY** (Writing of Industrial report/ Hospitality operation software skills/ Trade presentation skills)

### **WHAT TO OBSERVE**

Writing Skills for Hospitality (Writing of Industrial Reports)

1. Hotel/ Business Communications
2. Professional Presentations
3. Annual Reports
4. Appraisals
5. Inter Office Communications
6. Intra Office Communications
7. Writing & Presentations of Reports

### **HOSPITALITY OPERATION SOFTWARE SKILLS**

1. Knowledge of property management system (IDS, OPERA)
2. Knowledge of point of sale (MICROS)
3. Email conversation
4. Web applications

### **TRADE PRESENTATION SKILLS**

1. Professional presentations
2. Formal telephonic conversation
3. Product presentation

4. Service presentation
5. Business presentation
6. Innovative ideas for new product
7. Nature of product and services
8. Target customer
9. Marketing mix