

## School of Hospitality and Culinary Art

Course Name	Accommodation Management Lab
Course Code	CC-HAP 401
Course Duration	15 weeks
Semester	Fourth
Core/Elective	Core - Hospitality (Accommodation Operation )
Credit Points	2
Weekly Delivery/ Contact Hours	04 Hours per week
Resource Requirements	Well equipped Housekeeping lab and front office lab, Different types of forms and formats used in housekeeping and front office.
Class conducted at Building	School of Hospitality and Culinary Art
Prepared by	Ms. Upasana

**Course Description**

This course will provide our students, the managerial level knowledge of housekeeping. The syllabus is diversely designed for the practical housekeeping and front office operations and involves the knowledge of the supervisory and manegrial operations like planning, organising, Executing, Evaluating , Role plays, etc. It also covers the documentations of the departments like forms and formats, various reports and documentations used and the knowledge of using them.

**Course Outcomes (COs)/ Learning Outcomes (LOs)**

After completion of this syllabus the students will be familier with the supervisory and managerial functions and operations of the room division department, the tasks performed and the documents required. Our Students will be able to design a 3D view of a guest room. Our Studenets will be able to clean all types of rooms while following proper cleaning procedures. Our students will able to perform like a professional on PMS.

**Prescribed and Recommended Readings:****Required Textbook(s)**

Hotel Housekeeping: Operations and Management- G. Raghubalan and Smritee Raghubalan Hotel Front Office- Jatashankar R. Tiwari (Author)

**Recommended Reading(s)**

Hotel Housekeeping Management and operations- Sudhir Andrews (Author) , Front office Management and operations- Sudhir Andrews (Author)

**Other Learning Resources for use:**

Handouts provided in class ,Informative YouTube Videos, [www.slideshare.net](http://www.slideshare.net), [www.hmhub.in](http://www.hmhub.in), Various links

**Parameters required from the students:** Since the students are new to the course they will not have any prior knowledge about the course. They are expected to follow the instruction and participate during the session.

## Accommodation Management SEM 4

Sl No.	Topic	Hours 60
1	Creating three dimensional model of a guest room (project)	4
2	Theme decoration	6
3	Team cleaning (Planning, Organizing, Executing, Evaluating)	4
4	Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet	8
5	Preparation of sales letters, brochure, tariff cards and other sales documents	4
6	Yield management calculations. Preparing statistical data based on actual calculations	6
7	Cleaning of different surfaces	6
8	Inspection check list	2
9	Cleaning of guest rooms - departure, vacant	6
10	Cleaning of Occupied rooms	3
11	Preparation of transcript and night auditors sales	3
12	Computer application of cashiering, night audit and front office accounting - in details.	3
13	Computer Application in PMS	5
		60

## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	1	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Creating three dimensional model of a guest room (project)	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Thermocol, Coloured Paper, Pin etc					
<b>Learning Outcome</b>					
Students are able to plan a layout of standard guest room keeping in mind the norms of a five star hotel.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every students. Students must		Follow the instruction.
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails, hygiene etc.		Present grooming standards
15 mins	9.36 - 9.50 AM	Briefing	Planning and things be collected before the class.		Collect the things.
3 hours	9.51 - 12.50 AM	Demonstrate and guide	Students are given time to make the 3-d model		Participation
5 mins	12.51 - 12.55 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related to it.		Participation
5 mins	12.55 - 1 PM	Closing duties	The equipments used during the practical should be sanitized and kept at the proper place. If any garbage is there that should be disposed at the proper place.		Follow lab SOP
<b>Possible sources of error and precautions requires</b>		<b>Possible errors</b>		<b>Rectification</b>	
		On a very first try, Students may not be able to prepare a perfect		Students must study about the guest room specification before preparing the layout.	
<b>Analysis of the results</b>		If the practical is done properly the students will have knowledge about layout of a guestroom and the supplies and amenities. This will help in building planning skills in them.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	1	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Theme Decoration	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Indenting will be done by the students in advance as per their planning and requirements.					
<b>Learning Outcome</b>					
Students are able to plan an event decoration and ambience as per the given theme.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every students. Students must		Follow the instruction.
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails, hygiene etc.		Present grooming standards
15 mins	9.36 - 9.50 AM	Briefing	Items to be distributed among the students.		Collect the things.
3 hours	9.51 - 12.40 AM	Demonstrate and guide	Students are given time to decorate.		Participation
5 mins	12.41 - 12.51 PM	Check learning outcome	Debriefing and evaluation of the student's work.		Participation
5 mins	12.55 - 1 PM	Closing duties	The equipments used during the practical should be sanitized and kept at the proper place. If any garbage is there that should be disposed at the proper place.		Follow lab SOP
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible errors</b>			<b>Rectification</b>
		Students may not be able to get the proper decorative items and			Students must plan before going for the theme decoration.
		Students have to work in team so conflicts may arise.			
<b>Results of the practical.</b>		At the end of the session students will be able to plan the event as er the theme and will learn team working.			
<b>Analysis of the results</b>		The above practical will develop the managerial qualities in the students such as planning, organinsing, execution, budgeting, team worek etc.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	3	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Team Cleaning	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Duster, detergent, brush, broom, Mop				
	Video Clips	<a href="https://drive.google.com/file/d/1vSrkuqx9loIl9N1RZHLGF2cuSH8XZx0/view?usp=sharing">https://drive.google.com/file/d/1vSrkuqx9loIl9N1RZHLGF2cuSH8XZx0/view?usp=sharing</a> <a href="https://drive.google.com/file/d/1ZTIPiDdbh9WgmTO1PNaYc_FQuwMp2S2f/view?usp=sharing">https://drive.google.com/file/d/1ZTIPiDdbh9WgmTO1PNaYc_FQuwMp2S2f/view?usp=sharing</a>			
<b>Learning Outcome</b>					
	Students will be able to perform team cleaning.				
<b>Methodology</b>					
	<b>TIME</b>	<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>	
	10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness	Present grooming standards
	10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.	Attend briefing, Take notes
	20 mins	9.40- 10 AM	Equipments	Dividing yhe students in groups and allotting them the cleaning equipments.	Follow the instructions
	2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be performing the cleaning activities in groups following the teacher's instructions.	Listening and note making
	20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.	Participation
	10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end	Participation
<b>Possible sources of error and precautions requires</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Cleaning task may hamper if proper coordination is not		udents must coordinate with each other while working in a team.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to learn team work, planning along with the cleaning skills.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	4	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Role plays	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Projector, Screen, pen, paper, Well equipped front office lab.				
	<a href="https://drive.google.com/file/d/1G3xJzW6QV8IHL8Bwpho2j-xIRxzo7v_/view?usp=sharing">https://drive.google.com/file/d/1G3xJzW6QV8IHL8Bwpho2j-xIRxzo7v_/view?usp=sharing</a> <a href="https://drive.google.com/file/d/1X8UId0MKJHfPzZTVZfmwig7iFYgW8Hxy/view?usp=sharing">https://drive.google.com/file/d/1X8UId0MKJHfPzZTVZfmwig7iFYgW8Hxy/view?usp=sharing</a> Video Clips <a href="https://drive.google.com/file/d/1AAm8U8413dyisWz7pa2K0GmKSeYgRbBA/view?usp=sharing">https://drive.google.com/file/d/1AAm8U8413dyisWz7pa2K0GmKSeYgRbBA/view?usp=sharing</a>				
<b>Learning Outcome</b>					
	The students are able to perform role plays on various complains and situations.				
<b>Methodology</b>					
	<b>TIME</b>	<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
35 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students with the help of role play how to handle	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing video clips and related to accepting reservation and complain	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Role plays performed by the students as per the cases given by the instructor.	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the proper place. If any garbage is there that should be disposed at the proper place.	Follow lab SOP	
<b>Possible sources of error and precautions requires</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Students may forget the phrases while doing role play.		Students have to Practice so many times.	
<b>Analysis of the results</b>		If the practical is done properly the students will develop the skill of situation handling and complain handling. With the help of the roleplays they will be able to think ctically and will also develop their communication skills.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	5	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Preparation of Sales Documents	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Projector, Screen, pen, paper, sample sales documents.					
<b>Learning Outcome</b>					
The students will be able to prepare various sales document.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every		Follow the instruction.
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,		Present grooming standards
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & References should be mailed before, for students to read &		Attend briefing, Take notes
35 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students the various documents used in sales.		Follow instructions
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing them when and how to generate these documents.		Follow instructions
60 mins	11.30 - 12.30 PM	Role plays	Preparation of the documents by the students.		Follow instructions and participation.
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students		Participation
15 mins	12.45 - 1 PM	Closing duties	If any garbage is there that should be disposed at the proper place.		Follow lab SOP
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Actual sales may differ with sales data if the proper inputs have not been recorded.		Students have to enter all the data very carefully otherwise it will cause a business loss.	
<b>Analysis of the results</b>		If the practical is done properly the students will develop the sales skills and will be able to form the documents required.			



## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	6	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Yield Management Calculations	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Projector, Screen, pen, paper, sample sales documents.				
<b>Learning Outcome</b>					
	The students are familer with yield management and able to use it for calculations.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the gromming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
35 mins	9.51 - 10.20 AM	Demonstrate and guide	Introduction of the terms and concept by the faculty.	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Explanation of the calculations by the faculty.	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Practice of the problems by the students.	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students	Participation	
15 mins	12.45 - 1 PM	Closing duties	If any garbage is there that should be disposed at the proper place.	Follow lab SOP	
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Calcalaton may not be accurate . There may be deviation in actual result.		Students must follow the proper calculating formulas and techniques and have to practice it during the practical.	
<b>Analysis of the results</b>		If the practical is done properly the students will learn the management skills and will be able to do yield management calculations.			

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	7	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of different surfaces	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
		Duster, brush, cleaning cloth, cleaning chemicals.			
Video Clips		<a href="https://drive.google.com/file/d/1nCQToBk64MzZOnBv0koWJJE1U7TgzGGj/view?usp=sharing">https://drive.google.com/file/d/1nCQToBk64MzZOnBv0koWJJE1U7TgzGGj/view?usp=sharing</a> <a href="https://drive.google.com/file/d/1nCQToBk64MzZOnBv0koWJJE1U7TgzGGj/view?usp=sharing">https://drive.google.com/file/d/1nCQToBk64MzZOnBv0koWJJE1U7TgzGGj/view?usp=sharing</a> <a href="https://drive.google.com/file/d/1nCQToBk64MzZOnBv0koWJJE1U7TgzGGj/view?usp=sharing">https://drive.google.com/file/d/1nCQToBk64MzZOnBv0koWJJE1U7TgzGGj/view?usp=sharing</a>			
<b>Learning Outcome</b>					
		Students will be able to clean different surfaces following the SOP.			
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
20 mins	9.40- 10 AM	Equipments distribution	Dividing yhe students in groups and allotting them the cleaning equipments.		Follow the instructions
2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be performing the cleaning activities in groups of different types of surfaces following the teacher's instructions.		Listening and note making
20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.		Participation
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Surfaces may get damaged if the proper cleaning methods or		Students have to follow the proper cleaning methods and must use the	
		Students may hesistate in participation, they should be motivated and encouraged.			
<b>Analysis of the results</b>		If the practical is done properly the students will be able to clean the different surfaces with standard procedure.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	8	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Inspection Checklist	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Checklist, pen, paper				
<b>Learning Outcome</b>					
	Students are able to inspect the clean areas with the help of checklist.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students the inspection basics.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising inspection with the help of checklist;.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and keeping the equipment at place..		Participation
10 mins	12.50- 13.00	Debriefing	Feebbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Some areas may left unchecked .		Students must follow the inspection checklist.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to clean public area with standard operating procedure and check with the help of checklist. The students will develop the supervisory skills.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	9	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of departure guest room.	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Bed, Mattress, Mattress protector, bedheets, blanket, crinkle sheet, pillow, pillow covers, Broom, Mop, Duster. Guest amenities.				
	Video Clips <a href="https://www.youtube.com/watch?v=u9vhmrL7exE">https://www.youtube.com/watch?v=u9vhmrL7exE</a> ; <a href="https://www.youtube.com/watch?v=YjUrMFLdhQk">https://www.youtube.com/watch?v=YjUrMFLdhQk</a>				
<b>Learning Outcome</b>					
	Students are able to clean the the departure room as per SOP.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students the room cleaning process.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising room cleaning in groups and check with checklist.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and folding of linen.		Participation
10 mins	12.50- 13.00	Debriefing	Feebbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible errors</b>		<b>Rectification</b>	
		While cleaning the room , Room attendant may found some items		Students must be aware of these things while cleaning departure room .	
		Students may hesitate in participation, they should be motivated and encouraged.			
<b>Analysis of the results</b>		If the practical is done properly the students will be able perform departed room cleaning with standard operating procedure and check with checklist. .			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	10	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of occupied guest room.	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Bed, Mattress, Mattress protector, bedheets, blanket, crinkle sheet, pillow, pillow covers, Broom, Mop, Duster. Guest amenities.					
Video Clips <a href="https://www.youtube.com/watch?v=JFWHLDWiSrY">https://www.youtube.com/watch?v=JFWHLDWiSrY</a> ; <a href="https://www.youtube.com/watch?v=UxLoRYKTXl4">https://www.youtube.com/watch?v=UxLoRYKTXl4</a>					
<b>Learning Outcome</b>					
Students are able to clean the the occupied room with SOP.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demontrate the students the room cleaning process.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising room cleaning in groups and check with checklist.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and folding of linen.		Participation
10 mins	12.50- 13.00	Debriefing	Feebacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Students may find some unwanted materials in the room which		Students must do the role play of such things during their practical.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able perform occupied room cleaning with standard operating procedure and check with checklist. .			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	11	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of vacant guest room.	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Bed, Mattress, Mattress protector, bedheets, blanket, crinkle sheet, pillow, pillow covers, Broom, Mop, Duster. Guest amenities.					
Video Clips <a href="https://drive.google.com/file/d/1Pts3iN1UZJTHlmWr5zdgy6Sml1Bim4D/view?usp=sharing">https://drive.google.com/file/d/1Pts3iN1UZJTHlmWr5zdgy6Sml1Bim4D/view?usp=sharing</a>					
<b>Learning Outcome</b>					
Students are able to clean the the vacant room with SOP.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demontrate the students the room cleaning process.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising room cleaning in groups and check with checklist.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and folding of linen.		Participation
10 mins	12.50- 13.00	Debriefing	Feebbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires</b>		<b>Possible errors</b>		<b>Rectification</b>	
		Students may left some areas of the room uncleaned.		Students must follow the syatametic way of cleaning guest room. They	
<b>Analysis of the results</b>		If the practical is done properly the students will be able perform vacant room cleaning with standard operating procedure and check with checklist			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	12	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Preparation of Night Auditor Sales	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Projector, Screen, pen, paper, sample night audit documents.				
<b>Learning Outcome</b>					
	The students are able to prepare various night audit reports.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
35 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students the various documents used in night audit..	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing them when and how to generate these documents.	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Preparation of the documents by the students.	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students	Participation	
15 mins	12.45 - 1 PM	Closing duties	If any garbage is there that should be disposed at the proper place.	Follow lab SOP	
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible errors</b>		<b>Rectification</b>	
		If all the bills have not been settled then Night auditor will not be able give the actual sales for the day.		Before doing the night audit we must ensure that all the bills have been settled in every department.	
<b>Analysis of the results</b>		If the practical is done properly the students will develop the night audit skills and will be able to form the documents required.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Management	<b>Manual No.</b>	13	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Computer Application	<b>SEMESTER:</b>	4	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Projector, Screen, pen, paper, sample night audit documents.				
	Video Clips <a href="https://www.youtube.com/watch?v=9Jz689rY7uo">https://www.youtube.com/watch?v=9Jz689rY7uo</a>				
<b>Learning Outcome</b>					
	The students are able to perform various front office operations on PMS.				
<b>Methodology</b>					
	<b>TIME</b>	<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
35 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students the various operations on PMS..	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Allot topic to the students for doing.	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Student perform the practical on PMS	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students	Participation	
15 mins	12.45 - 1 PM	Closing duties	If any garbage is there that should be disposed at the proper place.	Follow lab SOP	
<b>Possible sources of error and precautions requires</b>		<b>Possible errors</b>		<b>Rectification</b>	
		While operting the PMS, Wrong entries my be done.		Students must practice more and more on PMS which will enhnce	
<b>Analysis of the results</b>		If the practical is done properly the students learn about PMS ans will be able to perform taks on it.			