

SECOND ALLIED PAPER-II : HOUSE KEEPING OPERATIONS

i. INFORMATION

- a) Maintain guest alphabetical index
ract
- b) Handle guest room keys
- c) receive messages for guests on
telephone or in person
- d) handle guest main/packages/
telegrams/telex messages
- e) handle paging
- f) provide information to guests
- g) skill
taking down a message for a guest
over the phone or in person

2. FRONT OFFICE
CASHIER

- a) job description of front office
cashier
- b) records and ledgers maintained by
the cashier
visitors tabular ledger, guests
weekly bill, formates and preparations,
allowance vouchers, visitors paid
out slips outstanding accounts ledger,
deposit ledger, service charge, luxury
tax, expenditure tax and sales tax
registers, foreign currency encashment
control register, credit cards, charge
slips, summary of charge records,
local telephone call couchers, cash
receipt vouchers, front office
cashiers report, safety locker
registration card, petty cash voucher
cashiers remittance report, cashiers
clearance card.
- c) Safe deposit lockers
- d) Different ways of settling bills by
a guest (cash, foreign, currency,
foreign travellers cheques, credit
cards, travel agency vouchers,
transfer bill to companies)
- e) pneumatic system
- f) hotel credit and credit security
measures.

ACCOMMODATION OPERATION

1. Basic cleaning operations

Dusting, vacuuming
Sweeping, Spot cleaning
Mopping, Shampooing
Scrubbing, Washing
Waxing, Polishing

2. Types of cleaning
 - Organising of cleaning schedules
 - Individual cleaning
 - Block cleaning
 - Team cleaning
3. Frequency of cleaning
 - Daily cleaning
 - Weekly cleaning
 - periodic cleaning
 - special cleaning
 - schedules and records maintained
4. Care and cleaning of various surfaces
 - Metal, Glass, leather, plastic, ceramic, wood, floor, and floor covering wall and wall finishers.
5. Daily cleaning of rooms
 - Occupied room
 - vacant room
 - checkout room
 - evening service
6. Guest Room Supplies
 - Ordinary
 - VIP and VVIP
 - Placement of supplies
7. Guest Room Inspection
 - Criteria for evaluation
 - Supervisors check list and job orders
8. Public Area cleaning
 - Care and cleaning of various areas involved
9. Room Maids Service Room
 - Location
 - Layout
 - Essential features
10. Guest Safety Practices
 - Keys
 - Lost and found
 - Safe methods of cleaning

FRONT OFFICE

1. LOBBY

- a) Introduction
- b) Duties of a Lobby Manager
- c) Job description of Bell Captain and Bell boy
- d) Guest arrival/departure movement procedure
- e) Control of movement of Bell boys
- f) Left Luggage procedures
- g) Scanty baggage procedures
- h) Wake-call procedure
- i) Processing house-keeping discrepancy
- j) Other duties (Postage, paging, newspaper security)

2. TELEPHONES

- a) the role of the telephone exchange
- b) equipments in use (FBX, FABX, EFABX)
- c) qualities of a good telephone operator
- d) various registers in use
(log book, complaints register, handling over register, trunk call register, local call register, local call/trunk call vouchers, telephone sales summary sheet, wak-call sheet)
- e) different telephone code
- f) booking long distance calls
- g) wake-call procedure
- h) taking messages over the phone
- i) handling of equipment

ACCOMMODATION OPERATION

1. Fabrics and fibres

- 1.1 Classification of fibres
- 1.2 Methods of constructions (knitting, weaving etc.)
- 1.3 Risk finishes
- 1.4 Treatment

2. Hotel Linen

- 2.1 Classification of linen
- 2.2 Items classified as bed and bath linen; their sizes
- 2.3 Items classified as table linen; their sizes
- 2.4 Selection criteria for the linen items (bedsheets, pillowcases, towels and bath mats, table cloths, serviettes)
- 2.5 Selection criteria and calculating material required for soft furnishings (curtains, bedspreads, upholstery and cushions)

3. Duties and responsibilities of Linen Room Staff
 - 3.1 Kinen keeper - routine duties and records maintained
 - 3.2 Linen room attendant - routine records maintained
 - 3.3 Tailors and Seamstresses - tasks performed
4. Linen Room
 - 4.1 Activities of the linen room
 - 4.2 Location, equipment and layout of a linen room (basic)
 - 4.3 Purchase of linen/linen hire/quality and quantity
 - 4.4 Storage and inspection
 - 4.5 Issuing of linen to floors and departments - procedure and records
 - 4.6 Despatch and delivery from laundry - procedure and records
 - 4.7 Stock taking - procedure and records
 - 4.8 Condemned linen and cut-down - procedure and records
 - 4.9 Marking and monogramming
5. Laundry
 - 5.1 Duties and responsibilities of laundry room staff
 - 5.2 Layout of laundry room
 - 5.3 Importance of in House Laundry
 - 5.4 Laundry equipment and aids
 - 5.5 Laundering procedures for various fabrics
 - 5.6 Dry cleaning
6. Stain Removal
 - 6.1 Types of stains
 - 6.2 Importance of immediate action
 - 6.3 Stain Removal methods
 - 6.4 General rules for stain removal
 - 6.5 Agents used for Stain removal
7. Guest Laundry
 - 7.1 Services offered
 - 7.2 Collection and delivery
 - 7.3 Care in laundering guest articles
8. Sewing room
 - 8.1 Activities and areas provided
 - 8.2 Equipment required
9. Uniforms and Uniform room
 - 9.1 Purpose of uniforms
 - 9.2 Number of sets, issuing procedure and exchange of uniforms
 - 9.3 Designing a uniform - functional and aesthetic considerations
 - 9.4 Layout and planning of the uniform room (basic considerations)