

Far Western University
Faculty of Management
Bachelor of Hotel Management (BHM) Program

BHM Second Semester - Course Details
(Syllabus: BHM Second Semester)



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Far Western University
Faculty of Management
Syllabus (BHM Second Semester)

<i>Course Title: English for Hospitality</i>	<i>Course Code: BHM 121</i>
<i>Level: Undergraduate</i>	<i>Program: BHM</i>
<i>Year: First</i>	<i>Semester: II</i>
<i>Credit Hours: 3</i>	<i>Lecture Hours: 48</i>
<i>Full Marks: 100</i>	<i>Pass Marks: 40</i>
<i>Evaluation: Internal Assessment – 40%; Semester End – 60% (Theory)</i>	

Course Description

This is a compulsory English course for second-semester BHM students. It introduces students to the basic concepts of business communication, with a particular focus on language used in the hotel and hospitality context. The course is structured into six units, each targeting different aspects of language learning. It is designed with an emphasis on the four core language skills: listening, speaking, reading, and writing as well as essential language functions and grammar. Unit One focuses on listening skills, featuring texts related to hotel management, with the aim of enhancing students' comprehension and enriching their vocabulary. Unit Two develops speaking skills, helping students build confidence in communicating within hotel-related situations. Unit Three deals with reading texts that expand students' vocabulary and improve their reading comprehension, particularly in the hospitality context. Unit Four aims to strengthen writing skills required for effective communication in business settings. Unit Five focuses on grammar, enabling students to apply accurate language structures in both spoken and written communication. Unit Six emphasizes language functions necessary for handling various communicative situations commonly encountered in the hospitality industry.

Course Objectives

English for Hospitality is designed to equip students with essential language skills required in the hospitality industry by focusing on listening, speaking, reading, and writing tasks related to hotel and tourism contexts. It aims to develop students' ability to communicate effectively with guests and colleagues, handle reservations, respond to complaints, and manage professional interactions in English with confidence and accuracy. The course also integrates grammar and functional language to enhance practical communication for various hospitality scenarios, ensuring that learners can deliver quality service and meet professional standards in global hospitality settings.

Learning Outcomes

After studying this course, students will be able to:

- Demonstrate effective listening and comprehension skills in hospitality-related conversations such as guest preferences, reservations, and financial transactions.
- Use appropriate vocabulary and expressions for professional interactions in hotels, including handling inquiries, describing rooms, and arranging itineraries.
- Communicate confidently in spoken English to manage reservations, provide information, and address guest complaints in a courteous and professional manner.
- Read and interpret hospitality-related texts such as hotel notices, itineraries, bills, and promotional materials accurately.
- Write clear and well-structured documents for hospitality contexts, including brochures, letters, confirmations, complaints, and promotional materials.

- Apply correct grammar and sentence structures relevant to hospitality communication, including passives, reported speech, conditional sentences, and tag questions.
- Utilize functional language for hotels effectively, including giving opinions, making requests, responding to complaints, and providing advice to guests.

Course Contents

Unit I: Listening and Vocabulary

LH 6

- 1.1 Guest Preferences
- 1.2 At the Hoteliers' Conference
- 1.3 Hotel Staff Hierarchy
- 1.4 Telephone reservations
- 1.5 Ordering a meal
- 1.6 The financial transactions

Unit II: Speaking

LH 7

- 2.1 Dealing with the enquiries about accommodation
- 2.2 Describing rooms
- 2.3 Reservation activities : checking in
- 2.4 Conference facilities
- 2.5 Dealing with the complaints
- 2.6 Arranging an itinerary
- 2.7 Assessing tour group needs

Unit III: Reading and Vocabulary

LH 10

- 3.1 Where to stay in Yosemite Park
- 3.2 A room at the Copthorne Tara
- 3.3 A Family Hotel in the Dordogne
- 3.4 Reservations and Front office computer systems
- 3.5 Hotel Notices and computer sheets
- 3.6 A Bill from the Royal York Hotel
- 3.7 There is a fly in my Software
- 3.8 Hotel Business facilities
- 3.9 Five tour Operators
- 3.10 A welcome letter and itinerary

Unit IV: Writing

LH 8

- 4.1 Describing a Hotel for a brochure
- 4.2 An Informal letter recommending hotels
- 4.3 A letter of application, and a welcome letter
- 4.4 Confirming a reservation
- 4.5 Taking telephone messages
- 4.6 Letter offering a special rate
- 4.7 Replying to letter of Complaint
- 4.8 Describing local attractions

Unit V: Grammar for Hospitality Communication

LH 7

- 5.1 Present Perfect passives
- 5.2 Conditional Sentences
- 5.3 Describing use, size and dimensions

- 5.4 Reported questions
- 5.5 Tag Questions
- 5.6 The passive
- 5.7 Reported Speech

Unit VI: Language Functions for Hotels

LH 7

- 6.1 Giving Opinions
- 6.2 Describing past time
- 6.3 Making comparisons
- 6.4 Obligations
- 6.5 Making requests
- 6.6 Responding to Complaints
- 6.7 Giving advice

Primary Textbook

Harding, K., & Henderson, P. (latest edition). *High season: English for the hotel and tourist industry*.
Oxford University Press.

Supplement Readings

Davis, F., & Rimmer, W. (latest edition). *Active grammar: Level 2* (with answers and CD-ROM).
Cambridge University Press



Far Western University
Faculty of Management
Syllabus (BHM Second Semester)

Course Title: Financial Accounting	Course Code: BHM 122
Level: Undergraduate	Program: BHM
Year: First	Semester: II
Credit Hours: 3	Lecture Hours: 48
Full Marks: 100	Pass Marks: 40
Evaluation: Internal Assessment – 40%; Semester End – 60%	

Course Description

The course is structured into six units covering the basics of financial accounting and essential financial statements. The first unit introduces the business entities and background of financial accounting, and generally accepted accounting principles. The second unit aims to educate students on accounting procedures, debit and credit concepts, vouchers, ledgers, and trial balances. Unit three provides the knowledge for preparing income statements. Unit four explains the statement of financial position, detailing the treatment of major items to be included. Unit five teaches the preparation of cash flow statements. Finally, chapter six provides the knowledge of financial reporting.

Course Objective

The financial accounting course aims to introduce students to different forms of business organizations, basic accounting principles, financial statements, and the users of accounting information. It seeks to emphasize the importance of documentation, the rules governing the recording of business transactions, and the processes involved in preparing financial statements. Another goal is to help learners grasp the concept of the income statement, understand its components, and gain proficiency in preparing it. Additionally, the course aims to familiarize students with the concept of the balance sheet and its preparation. Furthermore, it aims to provide an understanding of cash flows, including their preparation and how to measure cash flow performance.

Learning Outcomes

Upon completion of this course, students will be able to:

- Explain the nature of business entities, business activities, accounting principles, standards, and ethics in financial accounting.
- Record financial transactions, post to ledger accounts, and prepare a trial balance following accounting rules and concepts.
- Prepare income statements in single-step and multi-step formats and interpret their components for financial performance analysis.
- Construct a multi-step balance sheet by classifying assets, liabilities, and equity accurately.
- Prepare a cash flow statement using both indirect and direct methods, focusing on operating, investing, and financing activities.
- Analyze financial statements and prepare a financial report based on published annual reports to assess organizational performance.

Course Details

Unit I – Conceptual Foundation

LH 6

Concept of business entities: sole proprietorship, partnership and corporation. The nature of business activities: financing, investing, and operating activities. Meaning of financial accounting; importance,

scope, and limitations of financial accounting. Generally Accepted Accounting Principles (GAAP), accounting concepts and principles; Accounting standards: Nepal Accounting Standards (NAS), International Accounting Standards (IAS), Nepal Financial Reporting Standard (NFRS), and International Financial Reporting Standards (IFRS). Accounting ethics.

Unit II - Accounting Process and Use of Accounting Information. LH 8

Basis of accounting system: cash basis and accrual basis. Concept of revenue and capital nature incomes and expenditures. Users of accounting information: internal and external. Rules of debit and credit. Analyzing the effect of transactions on accounting equation. Recording economic transaction: general journals, posting to ledger accounts, and preparation of trial balance.

Unit III – Income Recognition and Measurement LH 8

Income statement: concept, importance, and limitations. Elements of income statement: revenues, cost of sales, gross profit, operating expenses, operating profit, non-operating incomes, non-operating expenses, tax provision, and net profit. Preparation of income statement: single-step income statement and multi-step income statement.

Unit IV – Statement of Financial Position LH 8

Balance sheet: concept, importance, and limitations. Elements of balance sheet: shareholders equity, long term liabilities, current liabilities, fictitious assets, intangible assets, fixed assets, and current assets. Preparation of balance sheet: multi-step balance sheet.

Unit V – Cash Flow Statement LH 10

Cash flow statement: concept, importance, and limitations. Elements of cash flow statement: cash flow from operating activities, cash flow from investing activities, and cash flow from financing activities. Preparation of cash flow statement: indirect method (more emphasis), and direct method.

Unit VI – Financial Reporting LH 8

Financial reporting: concept, importance, and elements of financial reporting. Analysis of annual report through a case: financial massage from income statement, balance sheet and cash flow statement. Preparation of a report based on published annual report.

Basic Textbooks

Porter. G. & Norton, C. L. (latest edition). Introduction to Financial Accounting. Delhi: Cengage Learning India Private Limited.

Supplementary Readings

Accounting Standards Board (latest edition). Nepal Accounting Standards. Kathmandu: ASB.

Accounting Standards Board (latest edition). Nepal Financial Reporting Standard. Kathmandu: ASB.

Greunung, V., Darrel, S. & Simonet, T. (2011). International Accounting Standards. A Practical Guide, USA: World Bank

Kimmel, P. D. Weygandt, J. J., and Kieso, D. E. (latest edition). Financial Accounting. New Delhi: Wile India Pvt. Ltd.

Narayanaswamy. R. (latest edition). Financial Accounting: A Managerial Perspective. New Delhi: PHI Learning Private Limited.



Far Western University
Faculty of Management
Syllabus (BHM Second Semester)

Course Title: Economics	Course Code: BHM 123
Level: Undergraduate	Program: BHM
Year: First	Semester: II
Credit Hours: 3	Lecture Hours: 48
Full Marks: 100	Pass Marks: 40
Evaluation: Internal Assessment – 40%; Semester End – 60%	

Course Description

This course provides a comprehensive knowledge and understanding of economic principles and their application in the hotel, hospitality, and tourism industries. It covers foundational concepts in microeconomics and macroeconomics, including demand and supply, elasticity, market structures, production and cost analysis, national income accounting and basic macroeconomic issues. Students are expected to explore how economic tools are used to analyze consumer behavior, pricing strategies, and operational efficiency within hospitality enterprises. The course also examines macroeconomic indicators, government policies, and their effects on the sector. Moreover, emphasis is placed on the economic impact of tourism, cost-benefit analysis, and sustainable planning to equip students with decision-making skills relevant to real-world hospitality and tourism economics.

Course Objectives

The course objectives of the subject Economics for Hospitality and Tourism are:

- To introduce students to the fundamental concepts and principles of microeconomics and macroeconomics in the context of hospitality and tourism.
- To develop an understanding of demand and supply analysis and its application in pricing hotel and tourism products.
- To explain consumer behavior and market structures with a focus on pricing strategies in hospitality and tourism industries.
- To analyze production, cost, and revenue functions in hospitality operations.
- To explore key macroeconomic indicators and their relevance to the hotel and tourism industry.
- To assess the role of government policies, including fiscal and monetary instruments, in regulating the hospitality sector.
- To evaluate the economic impact of hospitality and tourism, including tourism multiplier effects and cost-benefit analysis for sustainable planning.

Learning Outcomes

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

- Define and explain basic economic concepts, including scarcity, opportunity cost, and economic models.
- Distinguish between microeconomics and macroeconomics and apply relevant principles to the hospitality and tourism sectors.
- Analyze demand and supply forces and apply elasticity concepts in pricing decisions for tourism and hotel services.
- Interpret consumer behavior using utility and indifference curve analysis to predict consumer choices in hospitality.

- Identify and compare different market structures and develop pricing strategies appropriate to each structure within the hospitality industry.
- Evaluate short-run and long-run production costs and revenue patterns in hotel and tourism businesses.
- Understand macroeconomic indicators such as GDP, inflation, and unemployment, and analyze their impact on hospitality and tourism.
- Examine the effects of fiscal and monetary policies, taxation, subsidies, and exchange rates on the hotel and tourism industry.
- Assess the economic significance of the hospitality and tourism industry using tourism multiplier and cost-benefit analysis tools.
- Demonstrate an understanding of sustainable tourism planning and its role in long-term economic development.

Course Contents

Unit 1: Introduction to Economics	LH 6
1.1 Basic concept of Economics	
1.2 Concept of Microeconomics and Macroeconomics	
1.3 Ten Principles of economics	
1.4 Scarcity, opportunity cost, and economic systems	
Unit 2: Demand and Supply Analysis	LH 7
2.1 Law of Demand and Supply; Determinants of demand and supply	
2.2 Elasticity of Demand (Price elasticity, income elasticity and cross elasticity)	
2.3 Market Equilibrium and price mechanism	
2.4 Application in hotel and tourism product pricing	
Unit 3: Consumer Behavior and Market Structure	LH 10
3.1 Concept of Utility: Total and marginal utility	
3.2 Utility Analysis: Cardinal utility and Ordinal Utility Analysis	
3.3 Indifference curve analysis and consumer's equilibrium	
3.4 Market Structure: Perfect competition, monopoly, monopolistic competition, and oligopoly	
3.5 Pricing strategies in different market structures (relevant to hotels and tourism)	
Unit 4: Production, Cost and Revenue in Hospitality Operations	LH 10
4.1 Production function, Total Product, Average Product and Marginal Product	
4.2 Law of variable proportion and Law of Return to scale	
4.3 Concept & types of cost (opportunity cost, explicit cost implicit cost, account cost, economic cost)	
4.4 Concept of short-run costs (TFC, TVC, TC, AFC, AVC, AC and MC)	
4.5 Concept of Long-run costs: Derivation of long-run average cost curve (U-shaped and L-shaped LAC)	
Unit 5: Macroeconomic Indicators	LH 6
5.1 Gross Domestic Product (GDP), Gross National Product(GNP), Net National Income (NNP), Per capita Income	
5.2 Methods of measuring national income	
5.3 Inflation, unemployment, business cycle: Effects on the hotel and hospitality industry	
Unit 6: Government Policies and Regulation	LH 5
6.1 Monetary policy and fiscal policy: Instruments and objectives	

- 6.2 Effect of Taxation, subsidies, and regulations in the hospitality sector
- 6.3 Central bank: functions and role
- 6.4 Exchange rates and international competitiveness

Unit 7: Economics of Hospitality and Tourism

LH 4

- 7.1 Economic impact of hospitality and tourism industry
- 7.2 Tourism multiplier effect
- 7.3 Cost-benefit analysis of tourism projects
- 7.4 Sustainable tourism planning

Recommended Textbook:

Mankiw, N. G. (latest edition). *Principles of economics*. Cengage Learning.

Stabler, M. J., Papatheodorou, A., & Sinclair, M. T. (latest edition). *The economics of tourism*. Routledge.

Reference Books:

Parkin, M., & Bade, R. (latest edition). *Economics: Principles, Problems, and Policies*. Pearson.

Vanhove, N. (latest edition). *The economics of tourism destinations: Theory and practice*. Routledge.



Far Western University
Faculty of Management
Syllabus (BHM Second Semester)

Course Title: Food and Beverage Service -II	Course Code: BHM 124
Level: Undergraduate	Program: BHM
Year: First	Semester: II
Credit Hours: 3	Lecture Hours: 48
Full Marks: 100	Pass Marks: 40
Evaluation: Internal Assessment – 20%; Semester End – 80% (Theory 40% and Practical 40%)	

Course Description

This course provides students with a comprehensive understanding of guest service, menu planning, order management, billing procedures, and the preparation and service of non-alcoholic beverages. Additionally, the course explores specialized areas such as room service and butler service, both of which are critical to delivering high-quality hospitality experiences. The course blends theoretical knowledge with practical skills to prepare students for professional roles in the food and beverage sector of the hospitality industry.

Course Objectives

This Food and Beverage course for BHM students is aimed to:

- Understand the different types of guest service and identify factors influencing guest satisfaction.
- Describe the functions of a menu, and understand principles of menu planning and design.
- Learn and apply effective order-taking and billing procedures, including upselling and suggestive selling techniques.
- Identify and prepare non-alcoholic beverages, including tea, coffee, and juices, while adhering to proper service techniques.
- Explain the structure and operational procedures for room service and butler service.
- Gain practical experience in setting up room service trolleys, preparing beverages, and serving multi-course meals, including traditional Nepali and Indian cuisines.

Learning Outcomes

Upon successful completion of this course, students will be able to:

- Identify the various types of guest services and describe how they contribute to guest satisfaction and repeat business.
- Construct menus that are in line with customer needs, trends, and industry standards, and design effective menu layouts and apply proper techniques for order taking, upselling, and using KOT/BOT systems in food and beverage service operations.
- Demonstrate the preparation and service of non-alcoholic beverages (tea, coffee, juices) with the required standards and etiquette.
- Describe the organization and functions of room service, and execute room service procedures, including setting up service trolleys and serving meals.
- Perform practical service tasks such as setting up room service trolleys, preparing and serving beverages, and delivering multi-course Nepali and Indian meals.

Course Contents

Unit 1: Understanding Guest Service

LH 3

- Introduction and types of guest service
- Difference between products and service
- Why do guest dine out?

- How do guest choose a restaurant?
- Guest satisfaction and feedback system

Unit 2: Menu and Menu Planning

LH 5

- Introduction, functions and importance of Menu
- Types of Menus
- French Classical Menu
- Principles of Menu Planning
- Menu Design and layout
- Trends in Menus

Unit 3: Order Management and Billing Procedures

LH 4

- Order Taking Techniques
- Upselling and suggestive selling techniques
- KOT and BOT (Manual vs. electronic systems)
- Billing Procedures
- Handling payment methods (cash, card, charge to room)

Unit 4: Non-Alcoholic Beverages

LH 6

- Introduction and classification
- Tea: Types, Tea preparation methods, service styles
- Coffee: Types of coffee beans, brewing methods, service standards
- Juices and Milk-based Beverages
- Aerated Drinks

Unit 5: Room Service

LH 3

- Introduction of room service
- Functions of room service
- Organization of room service
- Types of room service
- Order taking in room service
- Set up of room service trolley

Unit 6: Butler Service

LH 3

- Overview of butler
- Attributes of butler
- Duties and responsibilities of butler
- Methods of butler service

Practical

LH 24

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|--------------------------------------------------------------------|-------|
| • Set up room service trolley | 3 LHs |
| • Preparation and service of tea | 3 LHs |
| • Preparation and service of coffee | 9 LHs |
| • Service of Nepali Thali set | 3 LHs |
| • Platter Service of Three course Nepali Menu including sweet dish | 3 LHs |
| • Platter Service of Four course Indian Menu including sweet dish | 3 LHs |

References

Lillicrap, D., Cousins, J., & Weekes, S. (*latest edition*). *Food and beverage service*. Hodder Education.

Andrews, S. (*latest edition*). *Food and beverage service training manual*.

Raina, R., & Agarwal, S. (*latest edition*). *The art of food and beverage service*. Frank Bros & Co.

Singaravelavan, R. (*latest edition*). *Food and beverage service*. Oxford University Press.



Far Western University
Faculty of Management
Syllabus (BHM Second Semester)

Course Title: Food Production -II	Course Code: BHM 125
Level: Undergraduate	Program: BHM
Year: First	Semester: II
Credit Hours: 3	Lecture Hours: 48
Full Marks: 100	Pass Marks: 40
Evaluation: Internal Assessment – 20%; Semester End – 80% (Theory 40% and Practical 40%)	

Course Description

This Food Production course provides theoretical knowledge and practical skills focusing on meat, poultry, fish, traditional Nepalese and Indian cuisines, and food plating and presentation. Emphasis is placed on food safety, cultural awareness, and aesthetic presentation to meet industry standards.

Course Objectives

This Food Production course for BHM students is aimed:

- To understand the structure, types, and preparation methods of meat, poultry, and seafood.
- To identify regional culinary traditions of Nepal and India and their distinctive ingredients and cooking techniques.
- To develop a foundational understanding of food aesthetics, including modern plating and presentation principles.
- To execute authentic Nepalese and Indian recipes using correct methods and ingredients.

Learning Outcomes

Upon successful completion of this course, students will be able to:

- Describe the composition and classification of meat, poultry, and fish, and explain appropriate cooking methods for each.
- Identify and explain the major cuts and types of meat, poultry, and seafood, including their selection and storage.
- Discuss the key elements of Nepalese cuisine, including regional variations and traditional cooking methods.
- Compare the regional diversity of Indian cuisine in terms of spices, fats, and cooking techniques.
- Demonstrate understanding of plating principles including balance, texture, and color.
- Prepare and present multi-course Nepalese and Indian meals in a professional format.

Course Contents:

Unit 1: Meat and Poultry

LH 5

- Composition and Structure of Meat
- Types of Meat and Poultry
- Selection, Cuts and their uses, storage
- Steaks, types and cooking

Unit 2: Fish and Seafood

LH 4

- Classification
- Selection, handling and storage

- Cuts of Fish
- Cooking techniques

Unit 3: Nepalese Cuisine

LH 5

- Historical and Cultural background
- Staple ingredients and flavor profiles
- Key cooking techniques and utensils used
- Regional variations (Terai, Pahad and Himal)
- Overview of Far Western Cuisine

Unit 4: Indian Cuisine

LH 5

- Introduction to major regional cuisines (East, West, North, South)
- Uses of spices, herbs and cooking fats
- Cooking techniques (tandoori, dum, tadka, dhungar, bhunao, etc)
- Menu examples and structure of Indian meals

Unit 5: Food Plating and Presentation

LH 5

- Importance of visual presentation in food service.
- Principles of plating: color, texture, contrast, balance
- Plate composition: placement, height, portioning
- Modern trends in presentation and plating tools

Practical

LH 24

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|---------------------------------------------------------------------------|--------|
| • Preparation of Authentic Far Western Dishes | 3 LHs |
| • Preparation of Nepali Thali | 3 LHs |
| • Preparation of Three course Nepali Menu including sweet dish –2 numbers | 6 LHs |
| • Preparation of Four course Indian Menu including sweet dish – 4 numbers | 12 LHs |

References

Gisslen, W. (*latest edition*). *The professional cooking*. John Wiley & Sons.
 Philip, T. (*latest edition*). *Modern cookery*. Orient BlackSwan.
 Rana, R. (*latest edition*). *Rana cookbook*. Penguin Random House.
 Oshoe, P. C. (*latest edition*). *The Nepal cookbook*. New Age Books.



Far Western University
Faculty of Management
Syllabus (BHM Second Semester)

Course Title: House Keeping-II	Course Code: BHM 126
Level: Undergraduate	Program: BHM
Year: First	Semester: II
Credit Hours: 3	Lecture Hours: 48
Full Marks: 100	Pass Marks: 40
Evaluation: Internal Assessment – 20%; Semester End – 80% (Theory 40% and Practical 40%)	

Course Description

This course provides students with a comprehensive understanding on public area maintenance, linen and laundry management, supervision, guest relations, interior decoration, pest control, waste management, and budgeting. The course integrates theoretical concepts with practical training, enabling students to gain hands-on experience in key housekeeping tasks such as stain removal, upholstery cleaning, flower arrangement, and public area maintenance. Students will also explore the role of housekeeping in guest satisfaction, cost control, and sustainable hotel operations.

Course Objectives

This Housekeeping course for BHM students is aimed to:

- Understand and implement effective cleaning and maintenance procedures for public and guest areas.
- Manage linen and laundry operations, including inventory and stain treatment techniques.
- Apply supervisory and leadership skills within housekeeping teams, ensuring quality standards.
- Interpret and apply principles of interior decoration relevant to hotel aesthetics and functionality.
- Identify and manage common pests, and implement eco-friendly waste management practices.
- Understand and participate in the budgeting and cost control process within the housekeeping department.

Learning Outcomes

Upon successful completion of this course, students will be able to:

- Explain the importance of maintaining different types of public areas and execute daily and deep cleaning procedures using appropriate tools and schedules.
- Differentiate types of linen and manage linen room activities, laundry operations, and stain removal techniques efficiently.
- Demonstrate effective supervisory practices including duty rosters, inspection checklists, and handling guest feedback and complaints.
- Apply fundamental design principles in hotel interior decoration and execute basic flower arrangements as per hotel standards.
- Participate in the housekeeping budgeting process, monitor expenses, and recommend cost-saving measures related to manpower, materials, and energy use.
- Perform essential housekeeping tasks such as public area cleaning, stain removal, upholstery cleaning, and proper use of cleaning equipment in practical scenarios

Course Contents:

Unit 1: Public Area

LH 3

- Introduction to public areas
- Cleaning schedules for public areas (daily, periodical)
- Specialized cleaning: marble, wood, metal, carpets, upholstery
- Spring cleaning: Planning and execution

Unit 2: Linen and Laundry Management **LH 5**

- Types of linen (Bed, Bath, F&B linen)
- Linen room: Layout, activities and equipment
- Introduction to laundry: On-premise vs Off-site laundry
- Basic laundry cycle
- Stain removal techniques for various stains and fabrics
- Importance of uniforms: Types, care and management
- Linen inventory management: Par stock levels, stocktaking, condemnation, replacement

Unit 3: Supervisory skills and Guest Relations **LH 3**

- Room assignment and Inspection checklists
- Motivating and leading a team
- Basic work scheduling and duty rosters
- Handling guest complaints and requests effectively
- Lost and found procedures: Recording, storage, and disposal

Unit 4: Interior Decoration **LH 4**

- Elements of design: line, form, color, texture, space, light
- Principles of design: balance, rhythm, emphasis, proportion, harmony
- Color schemes and their application in hotels
- Flower arrangement: principles and styles of flower arrangements
- Floor and lights: Introduction and types

Unit 5: Pest Control and Waste Management **LH 4**

- Common pests in hotels: Insects (cockroaches, bed bugs, flies, mosquitoes), rodents
- Integrated Pest Management (IPM): Principles and techniques
- Role of housekeeping in pest prevention and control
- Introduction to waste management and Types of waste
- Eco-friendly waste management practices; reducing, reusing, recycling

Unit 6: Budgeting and Cost Control **LH 5**

- Introduction to budgeting: purpose and types of budgets (operational, capital)
- Budgeting process: forecasting, planning, monitoring, controlling
- Cost control measures: controlling labor costs, controlling supply cost (cleaning agents, guest supplies), controlling linen and laundry costs, energy and water conservation
- Analyzing budget variances and taking corrective actions

Practical **LH 24**

- | | |
|------------------------------------------|-------|
| • Basic stains removal on common fabrics | 3 LHs |
| • Flower arrangements | 3 LHs |
| • Public area cleaning | 6 LHs |
| • Cleaning of carpets and upholstery | 6 LHs |
| • Cleaning of metal and wooden furniture | 6 LHs |

References

- Jones, T. J. A. (*latest edition*). *Professional management of housekeeping operations*. John Wiley & Sons, Inc.
- Raghubalan, G., & Raghubalan, S. (*latest edition*). *Hotel housekeeping: Operations and management*. Oxford University Press India.

