

**PRE-REQUISITE**

THM-104 Principles of Management

**LEARNING OUTCOMES:**

After completion of the course students will be expected to be able to:

1. Describe the role of the housekeeping department in hotel operations, and explain the importance of effective communication between housekeeping, the front office and the engineering and maintenance division.
2. Identify typical cleaning responsibilities of the housekeeping department, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.
3. Apply techniques to develop and improve human resource skills in recruiting, selecting, hiring and orienting. Techniques addressed include identifying sources of labor from nontraditional labor markets, implementing internal and external recruiting methods, minimizing employee turnover, enhancing interviewing skills, and orienting new employees to the housekeeping department.
4. Apply techniques to develop and improve human resource skills in areas of training, scheduling, motivating, and disciplining. Techniques addressed include implementing the four-step training method, developing a staffing guide, adopting alternative scheduling methods, motivating the housekeeping staff, and administering a formal disciplinary action program.

**COURSE INTRODUCTION & OBJECTIVES:**

This introductory course provides an overview of the hospitality and tourism industry, its growth and development, industry segments and their distinguishing characteristics, trends and current concerns. Students are introduced to career opportunities and the employability skills needed to succeed in specific hospitality fields.

**Module -1:**

- Visit to different hospitality lodging facilities, their management regarding human and financial strategy management.

**Module -2:**

- Visit to different hospitality food and beverages facilities, their management regarding human and financial strategy management.

**Module -3:**

- Visit to different hospitality services centres facilities, their management regarding human and financial strategy management.

**Module -4:**

- Report writing and presentation of project management.

## ASSIGNMENTS – TYPE AND NUMBER WITH CALENDAR

It is continuous assessment. It includes:

- classroom participation,
- attendance, assignments and presentation,
- homework
- attitude and behavior,
- hands-on-activities,
- short tests, quizzes etc.

### ASSESSMENT AND EXAMINATIONS:

Sr. No.	Elements		Details
1.	Mid Term Assessment		It takes place at the mid-point of the semester
2.	Formative Assessment		It is continuous assessment. It includes: classroom participation, attendance, assignments and presentation, homework, attitude and behavior, hands-on-activities, short tests, quizzes etc.
3.	Final Assessment		It takes place at the end of the semester. It is mostly in the form of a test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing etc.

### RECOMMENDED TEXT BOOKS & SUGGESTED READINGS:

1. Davis, B., Lockwood, A., Alcott, P., & Pantelidis, I. S. (2018). *Food and beverage management*. Routledge.
2. Hayes, D. K., Ninemeier, J. D., & Miller, A. A. (2017). *Hotel operations management*. Upper Saddle River, NJ: Pearson.
3. O'Fallon, M. J., & Rutherford, D. G. (2010). *Hotel management and operations*. John Wiley & Sons.
4. Walker, J. R., & JOSIELYN, T. (2009). *Introduction to hospitality* (p. 656). Pearson/Prentice Hall.
5. Suzanne W., (2000). *Hotel and Motel Operations* 2nd edition. Delmar-Thomson Learning.