

SEMESTER – 2:

HOTEL ENGINEERING AND MAINTENANCE

UNIT 1:

Building construction – types of construction, frame type, load bearing type, merits and demerits of the above two methods, Anti- termite treatments – types, identification of the presence of termite, pre – construction treatments, post construction treatments, damp / water proof course /reasons for dampness / leakage, effects of dampness / leakage, remedies

UNIT 2:

Water and waste water management – water quality standards, water treatment for hotel use, hot, cold & drinking water – requirements & standards, waste water disposal – system and traps, plumbing fixtures, heat ventilation and airconditioning, - definition , condition for human comforts, building design to control heat load, airconditioning systems, working of central, split, package and window type (only basic), ventilation - need for ventilation – types of ventilations, refrigeration needs, refrigerators, walk – in coolers and freezer types, difference between refrigeration and air conditioning.

UNIT 3:

Electrical system and energy management – electrical terms, volt, amps, ohms, watt, kilowatt / hour, DC system, AC System, Single Phase, and Three Phase, Voltage drop, fuse and circuit breakers, energy pricing, cost control and electrical bills, cost control and fossil fuel bills.

Vertical transport system – elevators – types – basic working – car decoration and safety requirements – escalators – safety requirements, use and basic working

UNIT 4:

Safety and security management – safety – definition – international standards of safety, electrical shock safety, accident safety, fire prevention, fire detection, fire notification, fire suppression and fire control, personal safety, security, key control, security against attracts – theft, terrorists

UNIT 5:

Maintenance management – administration, budget control, inventories and loss control, R and M projects, Property damage control, work under contract, monthly report programmers, routine maintenance (of building, systems and equipments), building, systems, and equipment – preventive maintenance, scheduled maintenance, emergency and breakdown maintenance, guest room maintenance

TOURISM AND CULTURAL HERITAGE IN INDIA:

UNIT – 1:

Tourism phenomenon – history and evolution of tourism, definition of tourism, tourist, components of tourism, nature and importance of tourism, types and topologies of tourism

UNIT – 2:

Cultural heritage of india – the Indus valley civilization , early vedic age, later vedic age, the Ramayana and the mahabharatha, the great golden age of guptas, the mughal art and architecture. The great Indian philosophers of india –Adi shankaracharya, Sri Ramanuja and Sri Madhavacharya

UNIT – 3:

Religions of india: Indian origin – Hinduism, Buddhism, Jainism; non Indian origin – islam, Christianity, Zoroastrianism, the unity of religions; festivals of india

UNIT – 4:

Indian heritage – painting – various schools of painting – mughal school of painting – rajasthan school of painting – music, classical and folk arts, Hindustani, karnatic & folk music, dance – classical & folk, bharatnatyam, kathakali, kuchipudi, Manipuri, folk dances of india.

UNIT – 5:

Travel agency business – evolution of travel agency, department and functions of travel agencies, transport industry – road transport, rail, air and sea transport. Tourist resource potential in mountains with reference to Himalayas; india's main desert areas, dessert safari, festival, coastal areas, beaches and islands. Travel formalities – passport, visa, medical certificate, health insurance, customs and foreign exchange. Tour operations – origin – growth, organizing a tour programme and package tours.

ACCOMODATION OPERATIONS (THEORY)

UNIT - I

The Hotel Industry – An overview: Classification of Hotel, Star Rating of Hotels, Hotel Departments, Types of Hotel and Their Categorization, Hotel Guest Rooms, Importance of The Guest Rooms to a Guest, Types of Guest Rooms, Guest Room Status, Guest Floor Rules.

UNIT - II

The Housekeeping Department: Importance of Housekeeping, Responsibilities of Housekeeping Department, Organizational Structure, Housekeeping Personnel, Personal Attributes of Housekeeping Staff, Layout of the Department, Coordination with other Departments, The Professional Housekeeper.

UNIT - III

Cleaning – knowledge and Practice: Cleaning Equipment, Cleaning Methods, Cleaning Agents, and Cleaning Guest Rooms: Types of Soil, Nature of Soil, Standards of Cleaning, The Cleaning Process; Cleaning Public Area: Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas.

UNIT - IV

Housekeeping Control Desk: Forms, Records, and Registers, Handling Telephone Calls, Handling difficult Situations, Handling Room Transfers. Housekeeping Inventories, Daily Routines and System, the Housekeeping Day, Leave Application Procedure, Gate Pass Procedures.

UNIT - V

Planning Housekeeping Operation: The Planning Process, Composition, Care, and Cleaning of Different Surfaces: Metals, Glass, Ceramics, Wood, Satin, Leather, and Rubber, Polishing Hard Surfaces, Marble, Granite, Sun Mica, terrazzo.