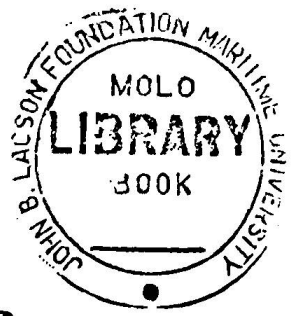


Fundamentals of Lodging Operations with Housekeeping Laboratory Manual



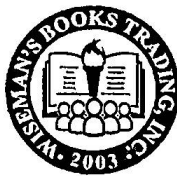
Grayfield T. Bajao, DM-HRM
Rene D. Osorno, Ph.D



Fundamentals of Lodging Operations with Housekeeping Laboratory Manual


Grayfield T. Bajao, DM-HRM
Rene D. Osorno, Ph.D

0267



Wiseman's Books Trading, Inc.

TABLE OF CONTENTS

Preface	i
Acknowledgement	ii
Table of Contents	iii

Chapter	Topic	Page
I	History of the Hospitality Industry	1
	Definition of Hospitality and its Characteristics	4
	Meaning of Hospitality and Hospitality Industry	7
	Exercise #1	9
II	Various Departments in the Hotel Industry	11
	Hotel Management Structure	16
	Large/Full Service Hotel	17
	Small/Limited Service Hotel	18
	Responsibilities of Hotel Management Professionals	19
	Typical Qualifications	22
	Working Conditions	22
	Skills Required for Hotel Management Professionals	23
	Salary Package in Hotel Management Professionals	23
	Overall Prospects of Hospitality Management	23
	Exercise #2	25
III	Types of Lodging Accommodations	27
	Hotel Classifications and Standards Requirements	30
	Classification and Star Ratings of Hotels in Foreign Countries	31
	Style and Location of Hotels	32
	Classification of Resorts	33
	Types of Restaurant	34
	Variations of Restaurant	36
	Hotel Ownership and Affiliation	38
	Exercise #3	39

IV	Hotel Management Meaning and Principles	41
	Hospitality Management Concepts	42
	The Role of a Hotel Manager	44
	Hotel Innovations of Principles of Management	45
	The Principles of Scientific Management	48
	Exercise #4	49
V	The Front Office Department	51
	Front Office Organizational Chart	53
	Sections of the Front Office Department and its Functions	53
	Duties of the Front Office Staff	55
	Exercise #5	58
VI	The Housekeeping Department	59
	Objectives of the Housekeeping Department	61
	Dress Code for Housekeeping Staff	61
	Skills Required for Effective Housekeeping	62
	Functions of the Housekeeping Department	62
	Housekeeping Department Organizational Chart	63
	Sections of the Housekeeping Department	63
	Scope of the Housekeeping Maintenance	64
	Duties of the Housekeeping Department Staff	64
	5'S of Good Housekeeping	66
	Types of Housekeeping	67
	Classification of Guestroom	67
	Types of Suites	68
	Types of Beds	68
	Various Types of Guests	69
	Bathroom Amenities	69
	Exercise #6	70
VII	The Food and Beverage Department	71
	Categories of Food and Beverage Outlets	73
	Employment and Advancement for Food and Beverage Service	74
	Attributes of a Professional Food and Beverage Server	75

	Food and Beverage Department Organizational Chart	75
	Sections of the Food and Beverage Department	75
	Duties of the Food and Beverage Department Staff	76
	Exercise #7	80
VIII	The Sales and Marketing Department	81
	Organizational Chart of the Sales and Marketing Department	82
	Duties of the Sales and Marketing Department Staff	82
	The Challenge of Sales and Marketing	83
	The Marketing Mix	84
	Exercise #8	87
IX	The Human Resource Department	89
	Responsibilities within Human Resource Department	92
	Exercise #9	95
X	The Accounting Department	97
	Organizational Chart of the Accounting Department	100
	Duties of the Accounting Staff	100
	Exercise #10	103
XI	The Administrative (Non-Core) Department	105
	Exercise #11	107
XII	Hotel Management Terminologies	109
	Front Office Terminologies	112
	Housekeeping Terminologies	120
	Exercise #12	126

HOUSEKEEPING LABORATORY MANUAL

I	Housekeeping Organizations	127
	Types of Housekeeping	127
	Scope of Housekeeping Maintenance	128
	Distribution of Housekeeping Responsibilities	129
	Standard of Ideal Housekeeping	137
	Learning Activity No.1	140
II	Provide Housekeeping Services to Guests	145
	Nature and Scope of Rooms Maintenance	145
	Classification of Guestrooms	146
	List of Room Facilities/Amenities in Hotels/Resorts	148
	Sample of Hotel House Rules	155
	Preparation for Quality Rooms Keeping	157
	Rooms Cleaning and Maintenance Procedures	158
	Rooms Make-up Procedures	161
	Checklist of Room Fixtures and Amenities	163
	Make-up of Check out Rooms	164
	Executing a Turn Down or Night Service	165
	Inspecting a Vacant and Check-out Rooms	166
	Replenishment and Maintenance of Bed Lines	169
	Handling of Lost and Found Items	171
	Handling of Room Keys	173
	Accomplishing Productivity and Consumption Report	174
	How to set-up a Mini-bar in Guestrooms	176
	How to prepare a Daily Sales Summary Report	181
	Learning Activity No. 2	186
III	Prepare Rooms for Guests	191
	Cleaning Supplies and Materials	192
	General Rules in the use of Cleaning Equipment	195
	Cleaning Standards	196
	How to make-up the Bathroom	198
	How to clean the Toilet Bowl	199
	Furniture Cleaning, Care and Maintenance	201
	Dusting of Furniture and Fixtures in Guestrooms	202
	Learning Activity No. 3	210
IV	Laundry Linen and Guest Clothes	213
	Distribution of Laundry Responsibilities	214
	Sequence of Guest Laundry Service	217
	Sorting-Marketing Procedures for Unprocessed Items	222

	Washing Procedures	223
	Recording and Delivery of Laundry Items	225
	Learning Activity No. 4	227
V	Clean Premises	229
	Types of Floor Cleaning and Maintenance	230
	Cleaning and Maintenance of Resilient Floors	231
	Care and Maintenance of Hard Floors	232
	Cleaning and Maintenance of Wooden and Parquet Floors	233
	Types of Carpet Stains	235
	Floor Cleaning Process	237
	Stripping/Wet Scrubbing Procedures	238
	Floor Polishing Procedures	240
	Cleaning of Vinyl Floors	241
	Carpet Shampooing and Spot Removal	241
	Maintaining Floors-Daily Routine Procedures	243
	How to Keep Floors Safe	243
	Learning Activity No. 5	245
	Bibliography	246