



SCHOOL OF PROFESSIONAL STUDIES
PROGRAMME: BACHELOR OF HOTEL MANAGEMENT REGULAR
SEMESTER: VIII

COURSE TITLE: SPECIALIZATION INTERNSHIP PROJECT

CREDITS: 21

Points that will be Common for all students of VIII semester in each discipline

1. Standard operation/ Operating Procedure
2. Who is Who- Key people in the Core Group
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/ Welfare Policies (Break-Timings) Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NoC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes
14. Forms & Formats
15. Record Keeping & Systems

WHAT TO OBSERVE

**WRITING SKILLS FOR HOSPITALITY - WRITING OF INDUSTRIAL REPORTS/
HOSPITALITY OPERATION SOFTWARE SKILLS/ TRADE PRESENTATION
SKILLS**

1. Hotel/ Business Communications
2. Email & Web Applications
3. Software Operations
4. Professional Presentations
5. Annual Reports
6. Appraisals
7. Inter Office Communications
8. Intra Office Communications
9. Formal Telephonic Conversations
10. Interacting with Customers/ Seniors/ Colleagues/ Juniors
11. Writing & Presentations of Reports

HUMAN RESOURCE PRACTICES

1. Organisation Mission/ Vision/ Values
2. The Human Resource Divisions
3. Human Resource Roles,
4. HR Challenges
5. Manpower Planning Process,
6. Managing Workers
7. Recruitments – Policy & Techniques
8. Group Expectations from New Employees
9. Learning & Development
10. Training Practices & Methods
11. Organizational Culture
12. Managing Employee Performance
13. Employee Motivation,
14. Job Satisfaction
15. Organizational Culture
16. Disciplinary Action
17. Innovative Practices in Units/ Group

SAFETY, SECURITY AND TRAVEL DOCUMENTATION FACILITATION MANAGEMENT PRACTICES

1. Safety & Security
2. The Structure & Key People
3. Best Practices
4. Security Policy & Guidelines in the Organisation
5. Dealing with Emergencies - Death, Crisis Management, and Disaster Management.
6. Fire Fighting
7. Interacting with Media
8. Any incidents reported

FOOD SERVICE MANAGEMENT

1. Technology used by Management
2. Management Techniques
3. Inventory/Issuing/Receiving System
4. Billing/ Ordering Procedure
5. Types of Meal & Timing
6. Responsibility of staff
7. Procurements Techniques

8. Cover/ Person that are accommodated during meal hours
9. Structure of Institution
10. Cleaning / Maintenance procedure
11. Timing of operation
12. Standard Service Timing
13. Waste Management
14. Type of Equipment used/Specification
15. Inventory system / Procedure
16. Reservation Procedure
17. Specialty of Outlet



EMPHASIS ON LIFE

CULINARY MANAGEMENT

1. Source of Manpower
2. Area/Layout of kitchen
3. Indenting/Receiving/Storing Procedure
4. Standard formats/Certificate required for Institution
5. Various equipment (Small/Large) required for dept.
6. Types of Menu/Cuisine
7. Procurement of Raw Material.
8. Standard Recipes
9. Preparation Technologies
10. Waste Management
11. Type of Cooking method
12. Standard serving /preparation timing
13. Various practices followed during peak/lean Timing/hours
14. Signature dishes

FRONT OFFICE MANAGEMENT

1. Total No. of Rooms and facilities
2. Tariff structure/Rack Rates/Discounts
3. Reservation Types/Mode
4. Reservation Procedure
5. Reservation Sources
6. Reception/Receiving Procedure
7. Co-ordination/ intra department relationship
8. Various check-in procedure
9. Standard phrase of Common
10. Policies/Procedure for
 - a) No show
 - b) Scanty Baggage
 - c) Single lady
 - d) VIP
 - e) Groups/ lay over
11. Various Reports
12. Coordination with House-Keeping / F&B/ Production Team/Dept.
13. Billing/Financial policies
14. Foreign guest handling
15. Various sub-units/departments
16. Emergency handling procedure
17. Guest/Staff Communication Channels
18. Local information/
19. Post. Departure formalities

HOUSEKEEPING OPERATIONS

THE CONTROL DESK – Observe the following:

1. Hierarchy of the Housekeeping Department
2. Layout of the Housekeeping department and the floors
3. Use of Property Management System software – Opera/ IDS etc.
4. Maintenance of Log Book
5. Key control procedure
6. Briefing process
7. Understand the functions in different shifts
8. Coordination with other departments
9. Handing of work during peak hours
10. Formats and records used & maintained
11. Lost and found procedure
12. Gate pass procedure- returnable, non-returnable

ROOMS – Observe the following:

1. Procedure for entering the room
2. Number of rooms cleaned in a shift
3. Time taken in making bed
4. Time taken to clean different types of rooms - (standard/ suite/ VIP rooms)
5. Cleaning equipment and detergents / any other cleaning supplies used
6. Guest supplies placed in guestroom bathroom
7. Procedure for procurement and replenishment of guest supplies
8. Facilitation of supplies from Floor pantry
9. Systematic approach in cleaning a room (standard/ suite/ VIP rooms) and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, air conditioning, television etc.
10. Stocking of Housekeeping cart with all items for maximizing efficiency
11. Maintenance (cleaning/ polishing) of surfaces such as woodwork, brass, glass and other surfaces
12. Procedure for handling soiled linen & procurement of fresh linen
13. Procedure for ‘Freshen up’ and ‘Turn down service’
14. Room layout, color schemes and furnishings used in various categories and types

15. Carpet brushing and vacuum cleaning procedure
16. Windowpanes and glass cleaning procedure and frequency
17. Minibar replenishment procedure
18. Room attendant's checklist and other formats used
19. Procedure of room inspection by supervisor
20. Policy and procedure for day-to-day cleaning
21. Handling of guest laundry & other services (like shoe shine etc.)
22. Procedure for handling maintenance work
23. The use of technology in handling rooms
24. In-room IT amenities for guests
25. Procedure of handling DND/ PRIVACY
26. Procedure for clearing the room for sale to Front Office

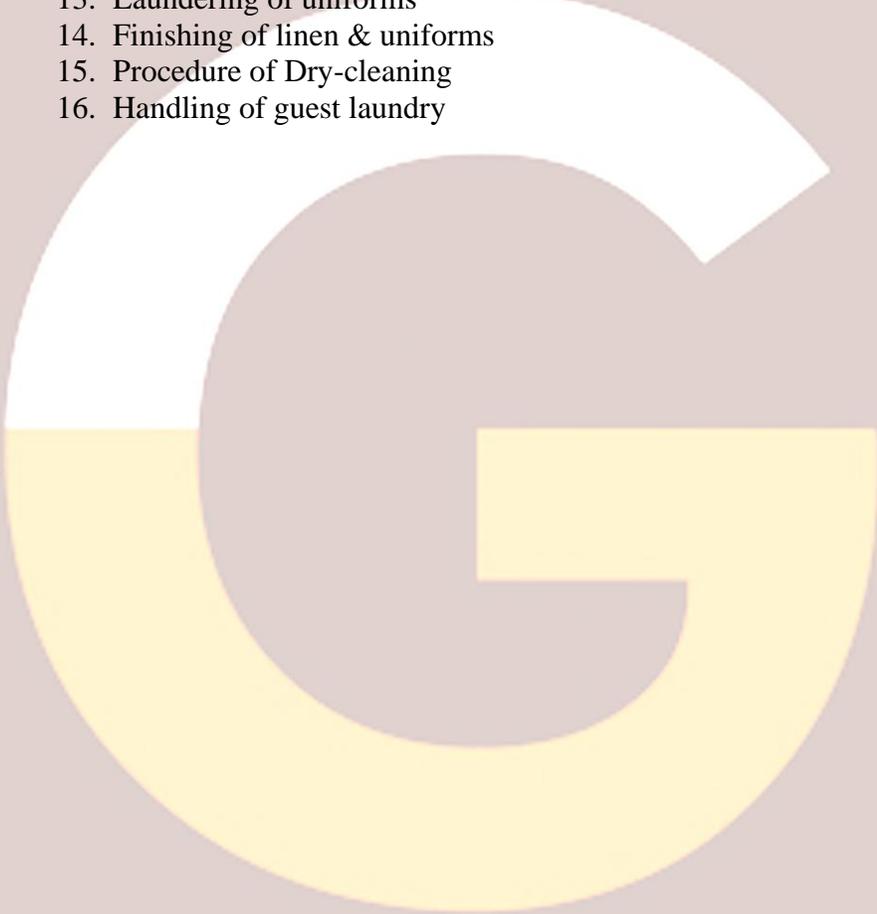
PUBLIC AREA – Observe the following:

1. Duty and staff allocation, scheduling of work and daily briefing
2. Time of cleaning of various public areas
3. Tasks carried out by the carpet crew, window cleaners and polishers
4. Cleaning and maintenance of different types of floors in public area
5. Cleaning of various types of surfaces in public area
6. Methods of stain removal from surfaces
7. Inspection and checking of public area by supervisor
8. Importance of Banquets Function Prospectus (BFP)
9. Maintenance Order/ Work order procedure
10. Fire prevention and safety systems
11. Coordination with Lobby Manager, Security and other departments
12. Pest control procedures and their frequency
13. Equipment and operating supplies used the procedure for its procurement
14. Policy and procedures followed for various cleaning procedures
15. Work of Horticulture and Florist room

LINEN & UNIFORM ROOM & LAUNDRY – Observe the following:

1. Layout of linen room & laundry
2. Types of linen & uniforms
3. Storage of linen & uniforms
4. Exchange/ issue of linen & uniforms

5. Maintenance of Par stock
6. Inventory & discard procedure
7. Records & files maintained in linen room, uniform room & laundry
8. Hierarchy of the laundry
9. Various types of equipment in laundry
10. Chemicals used in laundry
11. Procedure to check for hardness in water
12. Laundering of bed linen, bath linen & F&B linen
13. Laundering of uniforms
14. Finishing of linen & uniforms
15. Procedure of Dry-cleaning
16. Handling of guest laundry



EMPHASIS ON LIFE



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