Unit-1

Introduction to hotel housekeeping
WHAT IS A MONASTERY?

monazein, "to live alone" denotes the building, or complex of buildings, that houses a room reserved for prayer as well as the domestic quarters and workplace (s) of monastics, whether monks or nuns, and whether living in community or alone (hermits).
During the middle ages of Europe when the concept of hotel industry did not exist, monastries offered hospitality services in a very traditional way to all the pilgrims.

Hence they were mostly located in holy places.
EUROPIAN INNS

- As time passed on, the hospitality services turned up into a commercial business. They were in the form INNS.
- Inn is a commercial establishment that provides lodging, food, etc., for the public, esp. travelers; small hotel.
- Mostly located in the cities which were mainly meant for merchants who rode on horses.
TAVERNS

➢ TAVERNS were drinking houses seeking to cater for the more prosperous levels of society.
➢ They did not provide any food or accommodation.
➢ Pastimes like gambling, singing, were a more common part of the tavern scene.
WAYSIDE INNS

- These inns were located between towns and were larger than city inns.
FUTURE DEVELOPMENTS

- Hotel keeping has been greatly influenced by mode of transport.
- With the arrival of railways came station hotels.
- Arrival of aircrafts led to airport hotels.
- MOTELS came into existence due to extensive road travel.
- Boats and ships are infact floating hotels.
TRADITION OF HOSPITALITY IN INDIA

- Buddhist monasteries did the charitable work of providing food and lodging to the pilgrims.
- During Mauryan dynasty rule, major number of inns and guesthouses were established.

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HOSPITALITY DURING MUGHAL ERA

- During the Mughal period the **Grand Trunk Road** was constructed.
- This resulted in increased numbers of inns in India.
CARAVAN SERAI is an inn, usually with a large courtyard, for the overnight accommodation of caravans.
DAK BUNGALOWS

- They were formed during the British rule as lodges.
- They were meant for Government officials as well as tourists also.
DEPARTMENTS IN A HOTEL

- For accounting purposes, department may be classified as
  1. REVENUE CENTER
  2. NON REVENUE OR SUPPORT CENTER

- As per interaction level with guests, department may be classified as
  1. FRONT OF THE HOUSE
  2. BACK OF THE HOUSE.
REVENUE & SUPPORT CENTER

- Revenue center includes departments which sells goods & services to guests thereby generating revenue for the hotel. (Front Office, Food and Beverage Service).

- Support center includes departments which do not produce any revenue but provide support to revenue producing departments. (House Keeping, Purchase, H.R).
FRONT OF THE HOUSE

- FRONT OF THE HOUSE: This includes departments wherein employees have direct dealing with guests. E.g. Front office.

BACK OF THE HOUSE

- BACK OF THE HOUSE: This includes those departments wherein guests have limited approach. For e.g. accounts, engineering.

- Although housekeeping has some contact with guests, the department is generally considered back of the house.
DEPARTMENTS IN A HOTEL

There are four major departments in a Hotel.
They are:

- Front office.
- Housekeeping.
- Food & Beverage service.
- Food production.
DEPARTMENTS IN A HOTEL

- Other departments in a Hotel are:
  - Engineering & Maintenance
  - Human Resources
  - Accounting
  - Security
  - Sales & Marketing
  - Purchasing
  - Horticulture
  - Security
  - Travel
ROOM DIVISION

➢ Room Division consists of Front Office which is the main revenue center.

➢ Other departments within Room Division serve as support centers. E.g. Housekeeping, reservations, telephones.
FOOD & BEVERAGE SERVICE

- It is the second, most revenue producing center after Room Division.
- Facilities offered are restaurant, bar, coffee shop, lounges & clubs, banquets.

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FOOD PRODUCTION

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ENGINEERING

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ENGINEERING

- Responsible for maintaining interior and exterior of the property.
- During the course of daily cleaning activities, housekeeping sends maintenance requirements to engineering and also initiates work orders.
- Housekeeping coordinates with maintenance for carrying out preventive maintenance. This helps to avoid any breakdown by having a close check on the equipments and regularly servicing it.

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HUMAN RESOURCES DIVISION

- In recent times hotels are paying more stress on human resources division.

- H.R.D. has many important functions.

- The reason being shrinking labour market, high competition, new legislations.

- They are employment (including external recruitment and internal reassignment, benefits, labour relations.)

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THE ACCOUNTING DIVISION

- This division controls the financial activities of the hotel.
- Smaller hotels may employ off-premises accounting services. In some hotels the Purchasing and Store Room Manager may report to hotel’s Financial Controller.
- Financial activities include paying invoices owed, distributing statements and collecting payments, payrolls, financial statements. Also controls bank deposits, cash transactions.
SECURITY

- This division may include in-house personnel, contract security officers or retired or off duty police officers.

- Main responsibilities are patrolling of the property, monitoring surveillance equipment and safety of guests, visitors and employees.
SALES & MARKETING

- The marketing division is related to market research, competing products and finally plans actions. The main aim is also to get REPEAT BUSINESS.

Basic Functions:
- Sales.
- Advertising.
- Public Relations.
- Building Brand Image.
HORTICULTURE

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Exercise

- What is wayside Inn?
- Explain in brief the various departments in hotel.
Link

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➤ HOTELHOUSEKEEPING (TRAININGMANUAL)
➤ SUDHIR ANDREW
Thank you