

Value Added Course

on

ACCOMMODATION OPERATIONS MANAGEMENT



Date:- 3 to 8 May,2021

Time:-1:30 PM to 4:30PM



Virtual Meeting Platform:- Google Meet

**Organised by :-Bhikaji Cama Subharti College of
Hotel Mangement**

**Cordinator:-
Mr. Indraneel Bose
8279877352**



BHIKAJI CAMA SUBHARTI COLLEGE OF HOTEL MANAGEMENT

Website: hotelmanagement.subharti.org, e-mail: hotelmanagement@subharti.org, Ph. 0121-2438040 / 52 (Ext. 2186), Telefax: 0121-2438030, 2438067

A constituent college of

SWAMI VIVEKANAND SUBHARTI UNIVERSITY

(Established under U.P. Govt. Act no. 29 of 2008 and approved under section 2(f) of UGC Act 1956)



Schedule

"Accommodations Operation Management"

S. No	Day	Date	Subject	Topic
1.	Monday	3/5/2021	Front Office	<ul style="list-style-type: none">• PMS and Point of Sale.• Techniques of up selling.• Holding money with Credit Card.
2.	Tuesday	4/5/2021		<ul style="list-style-type: none">• Night Audit Report generation and Compare sheet for last night figure of different hotels in the city.• Handling Concierge Desk.• E-Ticketing.
3.	Wednesday	5/5/2021		<ul style="list-style-type: none">• Handling large team and Managerial Skills required being a good front office personal.• Handling Complaints, tipsy Guests.• Implementation of Hotel policies.
4.	Thursday	6/5/2021	House Keeping	<ul style="list-style-type: none">• Different types of cleaning agents and equipments their uses.• Towel Art.
5.	Friday	7/5/2021		<ul style="list-style-type: none">• How to set up of your own House-keeping/ Cleaning Company.• Licenses, formalities and staff required for it.
6.	Saturday	8/5/2021		<ul style="list-style-type: none">• How to handle a large team of House-Keeping in bigger hotels above 500 Rooms and cleaning of its public areas.• Pest Control.


Registrar
Swami Vivekanand
Subharti University
MEERUT



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Website: hotelmagement.subharti.org, e-mail: hotelmanagement@subharti.org, Ph.: 0121-2439043 / 52 (Extn: 3188), Telefax: 0121-3058030, 2439067

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Date: 08/05/2021

Report

on

Online Value Added Course on “Accommodations Operation Management”

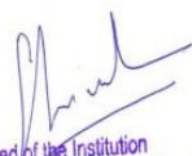
Topic	: Accommodations Operations Management
Date	: 03/5/2021 to 08/5/2021.
Time	: 1:30 PM to 4:30 PM.
Virtual Meeting Platform	: Google Meet
Coordinator	: Mr. Indraneel Bose.

Bhikaji Cama Subharti College of Hotel Management organizes six days VAC programme on “Accommodations Operation Management” as this VAC is based on two major departments (Front office and House Keeping) of hotel operations. The objective of this VAC was to acclimatize the students to the new environment and get them acquainted with the Hotel Operations.

This programme is mixture of most important aspects of revenue generation and report generation in Front Office. In Housekeeping, this programme has informed about cleaning agents, equipments and how to set up own House Keeping or Cleaning Company.

During the programme 32 students were present online and all the faculty members have also joined the programme.

At the end Dr. Shiv Mohan Verma thanked all the participants and coordinator for their time and dedication to make this programme successful and he also encouraged the students to participate in such events in future also.


Head of the Institution
Bhikaji Cama Subharti Institute of Hotel Management
S.V.S.U., MEERUT

**Dr. Shiv Mohan Verma
(HOI)**



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Online Participants attending VAC on "Accommodations Operation Management"

The screenshot displays a Zoom meeting interface. The main content area shows a circular diagram titled "Guest Cycle" with the following stages: Enquiry, Reservation, Pickup Service, Handling Luggage, Registering, Opening Guest Acct, Issuing Key, welcome kit, Allocating Room, Managing Transport, Managing Guest Services, Managing Guest Acct, Telephone Calls, Currency Exchange, Check-Out Procedure, Guest Payment Clearance, Handling Luggage, Drop Service, and Departure. The diagram is divided into four quadrants: "Pre-arrival" (top-right), "Arrival" (bottom-right), "Occupancy" (bottom-left), and "Departure" (top-left). A grid of participants is visible on the right, including Hotel Management, Saurabh Tripathi, Anju Rani, Om Kumar, sonu chaudhari, Manish Som, and 22 others. The bottom status bar shows the time as 02:18 PM and the meeting title as VAC on AOM.

(Students are attending the online webinar on *Accommodations Operation Management*)

Head of the Institution
Bhikaji Cama Subharti Institute of Hotel Management
S.V.S.U., MEERUT

List of student completed VAC AOM

S.No	Name of Participant	Programme	Enrollment Number
1.	HARSHIT KUMAR	BHMCT	2007000050288
2.	MAYANK SINGH	BHMCT	2007000050434
3.	ADITYA KUMAR	BHMCT	1907000001210
4.	AKASH JEENWAL	BHMCT	1907000001205
5.	ALOK KUMAR	BHMCT	1907000001206
6.	ANANT VATS	BHMCT	1907000001211
7.	ANIKET SHARMA	BHMCT	1907000001203
8.	ANJALI KUMARI	BHMCT	1907000001208
9.	ARPIT DIXIT	BHMCT	1907000001204
10.	CHUNNU KUMAR	BHMCT	1907000001219
11.	DIMPAL KUMARI SINGH	BHMCT	1907000003159
12.	KM MEHER DIPIKA	BHMCT	1907000001227
13.	MD AMIR RAZA	BHMCT	1907000002723
14.	MOHD KAIF	BHMCT	1907000001237
15.	MUJIBUR RAHMAN	BHMCT	1907000001239
16.	MUNNU KUMAR	BHMCT	1907000001241
17.	OM KUMAR	BHMCT	1907000001244
18.	PARTHA TYAGI	BHMCT	1907000001292
19.	PRAKHAR PANDEY	BHMCT	1907000001245
20.	PRAVESH KUMAR YADAV	BHMCT	1907000001250
21.	PRINCE KUMAR	BHMCT	1907000001251
22.	PUSHKAR NEGI	BHMCT	1907000001252

23.	RAHUL KUMAR	BHMCT	1907000001290
24.	RAHUL KUMAR JHA	BHMCT	1907000001255
25.	RISHABH MALIK	BHMCT	1907000002704
26.	RITIK SHARMA	BHMCT	1907000001381
27.	ROBIN SINGH	BHMCT	1907000001258
28.	RUPESH KUMAR PASWAN	BHMCT	1907000001265
29.	SAGAR KUMAR	BHMCT	1907000001267
30.	SANDESH KUMAR GAUTAM	BHMCT	1907000001266
31.	SAUMIK PATHAK	BHMCT	1907000001272
32.	SHAHJAD ALI CHAUHAN	BHMCT	1907000001273


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S.V.S.U., MEERUT



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This is to certify that

DIMPLE KUMARI SINGH

had successfully completed Value Added Course (VAC)

on

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Indraneel Bose

Mr. Indraneel Bose
Co-ordinator

Shiv Mohan

Dr. Shiv Mohan Verma
HOI, BCSCHM



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PARTHA TYAGI

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HOI, BCSCHM



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SONU KUMARI

had successfully completed Value Added Course (VAC)

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ANJALI KUMARI

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