

LIST OF PLATES

SR. NO.	TITLE	PAGE NO.
1.	Major departments of the hotel	21
2.	Different Sections of the Front Office Department	23
3.	Hierarchy of the Housekeeping Department for small hotel	31
4.	Hierarchy of the Housekeeping Department for medium hotel	32
5.	Housekeeping Service Cleaning Trolley with Wheel for Hotel, Laundry	37
6.	Housekeeping Chemicals used for cleaning different surfaces	39
7.	Types of menu	44
8.	Schematic presentation of hypothetical relationship between the variables	66
9.	Schematic Presentation of Sample and Locale Selection	68
10.	Module on personal grooming and makeup	124
11.	Different images showing the correct and incorrect gestures	125
12.	Module on telephone etiquette in front office	126
13.	Module on managing guest cycle in hotel	128
14.	Module on different payment methods	129
15.	Different types of payment methods	129
16.	Module on Bed making in rooms	131
17.	Different types of bed making in rooms	132
18.	Module on Flower arrangement	133
19.	Different types of Flower arrangements	134
20.	Module on Cleaning of rooms, bathrooms and other areas using various cleaning agents with different techniques	135
21.	Cleaning different surfaces with cleaning agents	136
22.	Module on Housekeeping trolley and its purpose	137
23.	Different sections of housekeeping trolley	138
24.	Module on Decorating rooms and different areas	139
25.	Decorating different areas of the hotel	140
26.	Module on managing different types of registers	142
27.	Different types of registers and files used in hotel	142
28.	Management of different areas including linen and laundry room and housekeeping stores	143
29.	Module on Handling different types of keys in a hotel	144
30.	Different types of keys in a hotel	145

31.	Module on table setting in a hotel	147
32.	Different types of table settings	148
33.	Module on Napkin folding	149
34.	Different types of napkin folding	150
35.	Module on Table laying	152
36.	Table laying	152
37.	Module on Taking orders and bill presentation	154
38.	Module on Information regarding safety measures	156
39.	Safety and security measures during emergency situation	157
40.	A Training Program conducted by Researcher at Surat City, Gujarat	159
41.	One on One Discussion Session Conducted by Researcher	160