

Vocational Program: Home Stay Host

Name of Department Offering the Course:

Job Role

The individual at work prepares the home to share it with the guests, hosts the guests, and ensures providing them a wonderful experience of staying at home away from home. His career progression pathway will be:

- Successful entrepreneur
- Hotel operators

Total Credits:12

Program Duration: 285 hours

This stream consists of three vocational courses of 4 credit each to be offered during 4th, 5th and 6th semester of 4 Year UG program under the heading of Vocational Courses.

Sr. No.	Sem ester	Vocational Course Code	Vocational Course Title	Hours per week			Cre dit	Examination Schedule (Marks)				Total no of Hours
				L	T	P		Ma rk of Cla ss wor k	The ory	Pra ctical	Tot al	
1	4 th	25 HTM 404MV01	Home Stay Host -I	2	0	4	4	20	50	30	100	90
2	5 th	26 HTM 405MV01	Home Stay Host -II	2	0	4	4	20	50	30	100	90
3	6 th	26 HTM 406MV01	Home Stay Host -III	1	0	6	4	20	50	30	100	105

Vocational Program Objectives:

By the time of graduation, the programme enables students to:

- PO1: Employ appropriate methods to register the home stay
- PO2: Apply proper preparation methods to host the guests in home stay
- PO3: Perform the activities to welcome and assist the guest in home stay
- PO4: Describe the protocols to protect confidentiality of the organizational information and guests' privacy

After completion of the course, the student shall be able to:

CO1: Define the roles and responsibilities of a Home Stay Host

CO2: Explain the scope of work for a Home Stay Host

CO3: Create a home manual with all the home rules for the guests

CO4: Employ appropriate process to make a home look attractive and presentable for guest

Module 1: Introduction to Hospitality Industry and Home Stay Host

- Discuss the objectives and benefits of the Skill India Mission
- Describe the Tourism and Hospitality Industry and its sub-sectors
- Elaborate the basic terminology used in the hospitality parlance
- Discuss various facilities and amenities in the Hospitality Industry
- Elaborate the job role and responsibilities for a Home Stay Host in the Tourism and Hospitality Industry
- Explain the grooming standards for a home stay host

Module 2: Prepare for Hosting the Guests

- Describe the various survey and analysis methods for business start-ups in home stay business
- Discuss various state and local rules, regulations, legal and regulatory requirements and permissions to be taken to start home stay hosting
- Elaborate on the pricing strategies for the homestay to maximize the revenue
- Explain the importance and effective ways to make a home attractive, presentable and comfortable for the guests
- State the significance of ensuring cleanliness in the accommodation, availability of all amenities in the bathroom, and placing clean and comfortable bedding
- State the significance and impact of additional facilities like electricity backup, wi-fi, laundry facility etc.
- Explain the procedure for handling online booking portals and guest profile analysis
- Discuss various ways and significance of checking for any special request from the guest well in advance

PRACTICAL PART SHALL CONSIST OF PRACTICALS BASED ON THE CONCEPTS STUDIED.

After completion of the course, the student shall be able to:

CO1: Apply standard procedures to greet and welcome the guest

CO2: Describe the process and requirements of guest registration/check-in and check-out

CO3: Employ appropriate expertise to promote professional etiquette

CO4: Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Module 1: Assist and Welcome the Guests

- State the significance of providing all relevant information, including how to reach the accommodation, recommended items to carry/pack, etc., well in advance
- Discuss the process and requirements of guest registration/check-in and check-out as per standard regulation
- List the various identity/proof documents acceptable during check-in of the guest
- Explain the checklist for cleanliness of the guest room
- State the significance to inform the guest about places and events of local attraction with maps and photographs, etc.
- Describe the procedure for providing first-aid and medical assistance to the guest
- Explain effective ways to inform the guest regarding the local language, cuisine, culture, day to day activities, events happening in local community etc.
- Describe the procedure of table layout and setting the dining table for the guest
- State the significance of considering guests' tastes and preferences while preparation of the meal
- Explain the standard procedure to prepare and serve the meal to the guests

Module 2: Perform Activities for Guest Check-out

- Describe the procedure of invoice processing for the guest
- List the various methods of digital payment
- Describe the procedure to take and incorporate appropriate feedback from the guests regarding their stay

Module 3: Promote Effective Communication and Service Standard

- Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace
- Explain the importance of maintaining hygiene and wearing designated uniform
- Discuss the importance of effective communication
- Explain the importance of guest satisfaction and guest feedback
- Outline the procedure and policy of handling complaints and feedback constructively
- Discuss different ways to enhance guest experience
- Describe various ways to handle team members
- Discuss different ways to provide feedback to the team members
- Explain the importance of gender and age sensitivity
- Discuss gender and age-specific requirements of the guests
- Discuss the specific needs of People with Disabilities
- Discuss the standard policy to prevent Sexual harassment at workplace

- Discuss the importance of timely submission of guests' feedback

PRACTICAL PART SHALL CONSIST OF PRACTICALS BASED ON THE CONCEPTS STUDIED.

26 HTM 406MV01 Home Stay Host -III

L: 2 P: 4

After completion of the course, the student shall be able to:

CO1: Explain how to protect the confidentiality of the organization

CO2: Perform the activities to protect the privacy of guest information

CO3: Perform the activities of ensuring health, hygiene, and safety practices at workplace

CO4: to describe the protocols related to the privacy of customer information

Module 1: Organizational Confidentiality and Guest's privacy

- Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry
- Discuss the Intellectual Property issues and policies affecting the organization and guest privacy
- Explain the procedures to protect the infringement of IPR to the concerned person
- Discuss the usage, storage and disposal procedures of confidential information as per specification

Module 2: Monitor Health and Safety Standard

- Discuss the concept and importance of personal and workplace hygiene
- Discuss procedure to maintain personal hygiene
- Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment
- Describe standard safety procedures to be followed while handling tools, material, and equipment
- Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace
- Explain the importance of preventive health check-up organized by the company
- List the components of the first-aid kit
- Describe the methods to minimize accidental risks and potential hazards in the workplace
- Explain different safety warning signs and labels at workplace
- Discuss ways to identify and segregate different types of waste at the workplace
- Explain the procedure to report accident and other health related issues as per SOP

Module 3: Visit to a local Home Stay or Guest House or a suitable accommodation available nearby.

- Student will prepare and submit a report of his visit.

PRACTICAL PART SHALL CONSIST OF PRACTICALS BASED ON THE CONCEPTS STUDIED.