

1	Name of Syllabus	C. C. In Housekeeping (415105)					
2	Max.Nos of Student	25 Students					
3	Duration	6 Month					
4	Type	Part Time					
5	Nos Of Days / Week	6 Days					
6	Nos Of Hours /Days	4 Hrs					
7	Space Required	Workshop = 400 Sq feet <u>Class Room = 200 Sq feet</u> TOTAL = 600 Sq feet					
8	Entry Qualification	S. S. C.					
9	Objective Of Syllabus/ introduction	To make skill man power in housekeeping self.					
10	Employment Opportunity	Jobs opportunities in home service / Hotel industries can set small unit providing services in housekeeping.					
11	Teacher's Qualification	B.Sc. Or M.Sc. Or C. C. In Housekeeping with 3 Years Experience					
12	Training System	Training System Per Week					
13	Exam. System	Theory		Practical		Total	
		6 Hours		18 Hours		24 Hours	
		Sr.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks
		No.					Min. Marks
		1	41510511	Basic in House keeping	TH-I	3 hrs	100
		2	41510512	Housekeeping Management	TH-II	3 hrs	100
		3	41510521	Housekeeping Operation	PR-I	3 hrs	100
		4	41510522	Housekeeping Management	PR-II	3 hrs	100
				Total			400
							170

Housekeeping

THEORY - I Basic in House keeping

A] ORIENTATION & FUNCTIONS OF HOUSEKEEPING

1. Introduction to the service industry and role of Housekeeping.
2. The Organization structure, reporting line, accountability and career path (explain different structure.)
3. The job description, task sequence and task description (Give examples)
4. General phrases and terminology used in housekeeping
5. Do's and Don'ts of the Organization/Industry.
6. Personal Grooming & Hygiene.
7. Knowledge of different rooms and public areas.
8. Procedure for guest loan items
9. How to control the room key and fill the attendance slip.

B] TECHNICAL KNOWLEDGE OF HOUSEKEEPING

- a) Usage of colour coded duster.
- b) How to handle the garbage.
- c) Segregation of garbage.
- d) How to control different equipments.
- e) Different types of pest and how to control them.
- f) What tools and equipments to be used in public areas.
- g) DND room procedure.
- h) New concept "Single Point Service".
- i) Room and Public Area checklist.
- j) How to do night cleaning and what areas to cover.
- k) How to make periodical cleaning charts for different areas.
- l) Making the public area cleaning specification and procedures.
- m) Innovative processes for linen and supplies.
- n) In house laundry set up (small scale)
- o) Cost saving activities.
- p) Maintaining the room history and furniture cardex.
- q) Purchasing procedures.

PRACTICAL - I Housekeeping Operation

1. Different chemicals, their right usage and the tools for cleaning.
2. The room supplies and room linen, their placement and frequency of changes.
3. How to arrange the pantry and Attendant's trolley.
 - a) Usage of different chemicals by using the different tools.
 - b) Setting up the Pantry and Attendant's trolley with required linen and supplies.
 - c) How to use different equipments and take care of them.
 - d) How to do dusting.
 - e) Sweeping of floors.
 - f) Proper technique of mopping the floor.
 - g) Using the hoover in the right position, how to take care and how to store, usage of different attachment.
 - h) Scrubbing the floor with tools and with machine/metal polishing and care.
 - i) Window and mirror cleaning.
 - j) Light cleaning.
 - k) Maintenance of curtain and upholstery.

- l) Procedure for turning the mattresses and cleaning the pillows.
- m) Guest room cleaning.
- n) Bathroom cleaning.
- o) Super room cleaning.
- p) Room and Maintenance check.
- q) Carpet care and cleaning.
- r) Mini bar procedure.

THEORY - II - Housekeeping Management

A] PERSONAL EFFECTIVENESS.

- I. Personal Hygiene & Grooming.
- II. Interpersonal skills.
- III. Time Management.
- IV. Communication Skills.
- V. Team Building and Leadership Skills.
- VI. Telephone manners and courtesies.
- VII. Ergonomics way to work.
- VIII. Motivation and Empowerment.
- IX. How to conduct the departmental meeting and brief the staff.
- X. Interviewing and training the staff.
- XI. Introducing appraisal system and incentive program.
- XII. Presentation of monthly report.

B] CLIENT MANAGEMENT

- a) Client Relationship Management.
- b) Handling the guest complaints and compliments.
- c) Handling the guest's left behind item and procedure for the same.
- d) Handling the VIP's and long staying guests.

C] MAN MANAGEMENT:-

- Introducing annual leave planner.
- 1. How to plan and derive the staff strength.
- 2. Distribution of workload.
- 3. What norms to follow for contacting outside vendors.
- 4. How to do the Housekeeping budget, including periodic cleaning budget.
- 5. How to be environment friendly and conserve the energy.
- 6. Emergency items procedure.
- 7. Schedules for periodic, yearly and half yearly cleaning of public area.

D] LINEN & UNIFORM MANAGEMENT :-

- 1. Ordering, issuing, condemnation and inventory.
- 2. How to select, use and take care of the room and banquet linen.
- 3. Selection of uniform material and inventories.
- 4. Inventory procedures for linen, room supplies and cleaning supplies.

E] REPAIRS & MAINTENANCE:-

- a. Implementing preventive maintenance.
- b. Co-ordination with different departments.
- c. Pre-monsoon procedures.
- d. Taking over the cleaning of Heart of the house area.
- e. Reporting the repair jobs.

F] OTHER RELATED AREAS :-

- Fire Fighting.
- a. First Aid.
- b. Usage of Fire / Emergency Exit.
- c. Crisis Management.
- d. Room decor and interior.
- e. Gardening and landscaping.
- f. How to select and preserve the flowers.

PRACTICAL - II Housekeeping Management

A] PERSONAL EFFECTIVENESS.

- XIII. Personal Hygiene & Grooming.
- XIV. Interpersonal skills.
- XV. Time Management.
- XVI. Communication Skills.
- XVII. Team Building and Leadership Skills.
- XVIII. Telephone manners and courtesies.
- XIX. Ergonomics way to work.
- XX. Motivation and Empowerment.
- XXI. How to conduct the departmental meeting and brief the staff.
- XXII. Interviewing and training the staff.
- XXIII. Introducing appraisal system and incentive program.
- XXIV. Presentation of monthly report.

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- Fire Fighting.
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 - i. Crisis Management.
 - j. Room decor and interior.
 - k. Gardening and landscaping.
 - l. How to select and preserve the flowers.
- G]** Folding of linen and procedure for line distribution.
- H]** Flower arrangement.
- I]** Table setting and food service.
- J]** Baggage pick-up process.

LIST OF REFERENCE :

Tools :

- 1. Soft Broom
- 2. Hard Broom
- 3. Dusty Pan
- 4. Carpet Brush
- 5. Nylon Scrubbing Brush
- 6. Shoe Shine Brush
- 7. W/C Brush
- 8. Feather Duster
- 9. Ceiling Brush
- 10. Upholstery Brush
- 11. Bottle Brush
- 12. Tooth Brush
- 13. Sponge
- 14. Scotch Brite
- 15. Scrubbing Brush
- 16. Rubber Pusher
- 17. Mop
- 18. Buckets
- 19. Mugs

Equipments

- a. Mop Trolley
- b. Cordoning Stand
- c. Caution-Wet Floor Board
- d. Attendant's Trolley
- e. Vacuum Cleaner
- f. Linen Racks

Linen

1. Single Bed Sheets
2. Double Bed sheets
3. Single Mattress Protector
4. Double Mattress Protector
5. Single Blanket
6. Double Blanket
7. Pillows
8. Pillow Slips
9. Pillow Covers
10. Single Night Spread
11. Double Night Spread
12. Bath Towel
13. Hand Towel
14. Face Towel
15. Bath Mat
16. Bathrobe
17. Dressing Gown
18. Shower Curtain
19. Bathroom Slippers
20. Bed Cover.

Room Supplies:

- a. Fire Exit
- b. Please Clean-Card
- c. Privacy Please-Card
- d. Hangers
- e. Laundry forms
- f. Valet bags
- g. Shoe Shine basket and mats.
- h. Thermos Flask
- i. Tray
- j. Drinking Water glasses.
- k. Mini bar basket
- l. Mini bar Slips
- m. Candle stand and Candle

Room Supplies :

- I. Writing folder
- II. Writing paper
- III. Envelopes
- IV. Rules & Regulations
- V. Fax Sheets
- VI. Pen
- VII. Scratch Pad
- VIII. Pencil
- IX. Suggestion folder
- X. Menu Card
- XI. Ashtray
- XII. Service Directory
- XIII. Break fast Card
- XIV. Good Nigh Card

Bathroom Supplies :

1. Small Soap
2. Big Soap
3. Shampoo
4. Moisturizer
5. Bath foam
6. Razor Kit
7. Toothpaste kit
8. Shoe Shine Box
9. Shoe Shine slip
10. Gargle glasses
11. Shower cap
12. Toilet Roll
13. Face tissue
14. Sanitary bag
15. Comb
16. Sewing kit
17. For Your Care
18. Match Box
19. All Purpose kit
20. Business kit
21. Sanitary bucket.
