MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION, MUMBAI

1	Name of Course	**Certificate Course in Office House Keeping**	
2	Max no. of Students	25	Course Code - **415107**
3	Duration	6 month	
4	Course Type	Full Time	
5	No. of Days per week	6 days	
6	No. of hours per day	7 Hrs	
7	Space require	Theory Class Room – 200 sqft Practical Lab – 1000 sqft Total – 1200 sqft	
8	Entry qualification	S.S.C.	
9	Objective of syllabus	To understand and maintain House Keeping Equipment, Environmental Hygiene, Pest Control, Waste Management, Safety, Management task, Restoration of Long un-used Spaces, and Computer in Institutions like college etc.	
10	Employment opportunities	work as House keeper in various institutions offices	
11	Teachers Qualification	B.Com. and 1 year Experience	

12] Teaching Scheme – Training System for 6 Month

Training System per Week

Theory	Practical	Total
12 Hours	30 Hours	42 Hours

.

13] Examination Scheme –

Sr	Paper code	Name of Subject	TH/PR	Hours	Max. Marks	Min Marks
1	**41510711**	Office House Keeping Theory	Theory - I	3 Hrs	100	35
2	**41510721**	Basic Information Technology	Practical- I	3 Hrs	100	50
3	**41510722**	Office House Keeping	Practical-II	6 Hrs	200	100
		Total			**400**	**185**

.

“Office House Keeping”

Theory - I **Office House Keeping Theory**	**Practical – II** **Office House Keeping**
Art of the house keeping and types of work done in the field of institution house keeping. Importance about safety and precaution to be observed while handling the cleaning equipment and using of cleaning materials.	**Introduction** – Basic knowledge about Institute House Keeping, Institutional culture and ability. Personal development, personality, leadership, communication. Familiarize with the Institutional House Keeping and its importance. Type of work done in this field and tools and equipment uses. Introduction to safety equipment and their uses.
Knowledge of cleaning agents & equipment cleaning methodology (general cleaning principal, cleaning methods, cleaning schedules. Cleaning and maintenance of bathrooms and cloak rooms, Care and cleaning of all surfaces,(Metals, glass, Plastic, leather, floor covering –carpets, walls etc.) Cleaning and maintenance of public areas (corridors, staircases etc.) Cleaning of knowledge of different floors – tiles, marbles, granite, mosaic cement, vinyl floors etc.	Cleaning and maintenance of Different types of rooms of different sizes (bed room, offices living rooms of guest houses etc.). Perform dusting, sweeping, mopping and scrubbing. Cleaning and polishing of all the surfaces of office, guesthouse, hostels, bed rooms, reception halls etc.
Different type of records such as room, check lists, engineering maintenance records room status/ occupancy reports, message register, guest request records of routine and periodic cleaning. Accomplishment records. Procurement process of different house keeping materials. Basic knowledge of flowers indoor plants and their care flower arrangements types and style adequate display.	Maintenance of records and stocksability to maintain and fill all records and stocks Maintenance of indoor plants and flower arrangements. Make simple flower arrangement, spray plants, care- water, and exposure to sun, manuring, and placement.
Basic knowledge of security principles, Fire fighting methods, first aid policy of the organization recording security and lost property. Knowledge of guest relation, basic question activity etc.	Maintenance of security safety and caring out first and fire fighting methods. Ability to carryout fire fighting methods, provide first aid in age of minor accidents Ensure security and safety of the guest/ customer and visit to different institutions.
Introduction of waste, Classification of waste such as solid, liquid, papers etc. Source and generation of waste. Principles of collection of waste and precaution. Transportation methods of different types of waste.	**Waste Management: -** Supervise office waste disposal Collection, Transportation and disposal etc.

Knowledge of different types of linen and laundering procedures and detergents for each handling of different laundry equipment. Specialized stain removal techniques.	Carrying out laundry Procedures as per standards of cleanliness and time schedules. Receiving linen from the linen room and delivering it on time. Mark guest laundry accurately Pack guest laundry attractively.
Knowledge of exchange slips between laundry and linen room. Guest laundry bills. Stock registers.	Deliver laundry as per time schedule. To fill and maintain the records.
Importance of pest control. Procedure and methods of disinfectants. Schedule and duration of disinfectants.	**Pest Control: -** Prevention to be measured by the following pest control: - Mosquitoes, house flies, cockroaches and termite etc.
Knowledge of different linen and fabrics and sizes. Linen (how many set) per room. Knowledge of bed / bath / dining linen.	Pupils should be able to Recognize markings, stark linen accordingly. Recognize Linen which is acceptable recognized infected and special bedding Check and handle soiled linen.
Mending & minor repair of linen. Maintenance procedure of requisition slips, stock registers, inventory sheets.	Operate linen chute marking the linen handing it over to laundry cell. Receiving it back from laundry cell Storing it and issuing it to floor and dependents guests. To fill and maintain the records.
Knowledge of availability in the market quality and source of the equipment & materials. Methods of keeping records and documents.	Pupil is to perform to select and maintain and properly utilize the linen maintenance equipment and materials. Maintenance of stock registers and accounts stock, checking etc.
Importance and safety precautions to be followed at the time of performing House Keeping procedure in sequence for Restoration of long un-used spaces occurred by closer, accident, unnatural death etc. Precautionary measures to be taken at the time of using disinfected materials.	Restoration of Long un-used Spaces : Methods to be followed by House Keeping Processes: - By wearing covered dress e.g. jacket, gloves, musk and cap etc. By applying disinfect ion spray first; By destroying all the clothes, beddings, linen etc. By cleaning all the Furniture & Fixtures by disinfects materials; By white washing & Painting walls, Doors, windows, etc. By cleaning and sterilizing all utensils, reservoirs etc.
Classification of fire in office. Basic methods of extinction of fire. Principles of working of different types of fire extinguishers. Principles of different fire fighting equipment. Awareness of tacking dangerous situation e.g. earthquake, cyclones & floods etc.	Safety on fire, electrical, natural hazards. To identify the risk area in office. Supervising fire prevention activities. Demonstration & instruction by fire department or fire brigade. Detect source e of fire. Operate fire alarm, smoke detector. Ensure periodical fire fighting drill.

Basic Computer awareness in office management, Stony on windows & M S Office.	Basic operation of computer, Windows and M S Office, Practiced of Data Entry in computer.
Knowledge of the basic processes/methods involved in the activity sources/institution, which could be visited for a particular.	Demonstrate the activity help the pupils to carry out the activity.
Through knowledge of the activities to be taught familiarity procedure of work oriented activities.	Evaluate the students as per the prescribed standards.
On side Demonstration / Industrial Training in different institutes.	

LIST OF TOOLS AND EQUIPMENTS

Sl. No.	Items	Quantities
1	Chamber maid's trolley	2 Nos.
2	Dust pans	2 Nos.
3	Buckets / Tubs	10 Nos.
4	Mop buckets for public areas.	10 Nos.
5	Mugs.	20 Nos.
6	Dust bins	20 Nos.
7	Spray cans for glass cleaning	20 Nos.
8	Containers for storing materials & equipments (cup board)/10 selves	2 Nos.
9	Soft brooms / hard brooms	20 Nos.
10	Carpet brushes – shampooing & dusting	1 No.
11	Upholstery brush	1 No.
12	Scrubbing brush (floors)	1 No.
13	W.C.Brush.	5 Nos.
14	Wall Brush	5 Nos.
15	Long handle fringe mops	5 Nos.
16	Long handle mops dry	5 Nos.
17	Long handle mops scrubbing brush	5 Nos.
18	Long handle mops dusting brush	5 Nos.
19	Bottle brushes	2 Nos.
20	Clothes scrubbing brush	2 Nos.
21	Sponges	5 Nos.
22	Steel wool	5 Nos.
23	Nylon scrubbers (soft)	5 Nos.
24	Cotton pads	1 No.
25	Blotting paper	2 Nos.
26	Duster- 50 cm X 50 cm	2 Nos.
27	Hand mops – 50 cm X 50 cm	2 Nos.
28	Yellow polishing cloths- Flannelette	2 Nos.
29	Class cloths	2 Nos.
30	Magnetic glass	2 Nos.
31	Vacuum cleaner domestic	1 No.
32	Vacuum cleaner industrial	1 No.
33	Carpet shampooing machine	2 Nos.
34	Electrical driers	2 Nos.
35	Ordinary step ladders of different height	2 Nos.
36	Washing machine (domestic) large	1 No.

37	Washing machine (domestic) small	1 No.
38	Floor scrubber / polisher	1 No.
39	Hydro extractors	1 No.
40	Metal stand for drying clothes	1 No.
41	**Cleaning Materials :** Detergent Deodorants , Anti septic Disinfectants Room fresheners Carpet shampooing lotions Common stain removal agents Polishing agent.	

42	Computer:- Pentium III Processor with MMX, 1.13 GHz, 128 MB SDRAM, 40 GB HDD, CD Drive, 15" SVGA Color Monitor, 3 button Mouse, 105 Keys board/ latest.	1 No.
43	CD for Office management	1 No.

Laundry cleaning material –
Laundry detergent powder/liquid
Soda
Bleaching powder
Neal (Rabin blue)
Tenopal

Insecticides & Rodenticides –
Latest Insecticides & Rodenticides materials.

Stain Removal -
Typical stain removal materials.
For colour cloth and white cloth.
Practical - I - Basic Information Technology

A] Computer Fundamental	
1] Fundamentals Of Computer Introduction Components of PC The system Unit Front part of system Unit Back part of system Unit CPU Memory of computer Monitor Mouse, Keyboard Disk, Printer, Scanner, Modem, Video, Sound cards, Speakers	**List of Practical** 1. Working with Windows 2000 desktop ,start icon, taskbar, Recycle Bin, My Computer icon ,The Recycle Bin and deleted files Creating shortcuts on the desktop 2. The Windows 2000 accessories, WordPad – editing an existing document, Use of Paint – drawing tools The Calculator, Clock 3. The Windows Explorer window, concept of drives, folders and files? Folder selection techniques, Switching drives, Folder creation, Moving or copying files, Renaming, Deleting files ,and folders 4. Printing, Installing a printer driver, Setting up a printer, Default and installed printers, Controlling print queues, Viewing installed fonts, The clipboard and 'drag and drop', Basic clipboard concepts Linking vs. embedding,

2] Introduction To Windows 2000/Xp Working with window Desktop Components of window Menu bar option Starting window Getting familiar with desktop Moving from one window to another Reverting windows to its previous size Opening task bar buttons into a windows Creating shortcut of program Quitting windows	5. Moving through a Word document menu bar and drop down menus toolbars 6. Entering text into a Word 2000 document, selection techniques Deleting text 7. Font formatting keyboard shortcuts 8. Paragraph formatting Bullets and numbering 9. Page formatting What is page formatting? Page margins Page size and orientation Page breaks, Headers and footers 10. Introducing tables and columns
3] GUI Based Editing, Spreadsheets, Tables & Presentation Application Using MS Office 2000 & Open Office.Org Menus Opening, menus, Toolbars, standard toolbars, formatting toolbars & closing Quitting Document , Editing & designing your document Spreadsheets Working & Manipulating data with Excel Changing the layout Working with simple graphs Presentation Working With PowerPoint and Presentation	11. Printing within Word 2000 Print setup Printing options Print preview 12. Development of application using mail merge Mail merging addresses for envelopes Printing an addressed envelope and letter 13. Creating and using macros in a document 14. Creating and opening workbooks Entering data 15. Navigating in the worksheet Selecting items within Excel 2000 Inserting and deleting cells, rows and column Moving between worksheets, saving worksheet, workbook
4] Introduction To Internet What is Internet Equipment Required for Internet connection Sending &receiving Emails Browsing the WWW Creating own Email Account Internet chatting	16. Formatting and customizing data 17. Formulas, functions and named ranges 18. Creating, manipulating & changing the chart type 19. Printing, Page setup, Margins Sheet printing options, Printing a worksheet 20. ***** Preparing presentations with Microsoft Power Point. Slides and presentations, Opening an existing presentation , Saving a presentation
5] Usage of Computer System in various Domains Computer application in Offices, books publication data analysis ,accounting , investment, inventory control, graphics, database management, Instrumentation, Airline and railway ticket reservation, robotics, artificial intelligence, military, banks, design and research work, real-time, point of sale terminals, financial transaction terminals.	21. Using the AutoContent wizard ,Starting the AutoContent wizard, Selecting a presentation type within the AutoContent wizard Presentation type Presentation titles, footers and slide number 22. Creating a simple text slide, Selecting a slide layout Manipulating slide information within normal and outline view, Formatting and proofing text, Pictures and backgrounds, drawing toolbar, AutoShapes, Using clipart, Selecting objects, Grouping and un-grouping objects, The format painter
	23. Creating and running a slide show, Navigating through a slide show, Slide show transitions, Slide show timings. Animation effects 24. Microsoft Internet Explorer 5 & the Internet Connecting to the Internet The Internet Explorer program window, The on-line web tutorial Using hyper links, Responding to an email link on a web page

	25.Searching the Internet, Searching the web via Microsoft Internet Explorer, Searching the Internet using Web Crawler, Searching the Internet using Yahoo, Commonly used search engines
6] Information technology for benefits of community Impact of computer on society Social responsibilities Applications of IT Impact of IT Ethics and information technology Future with information technology	26. Favorites, security & customizing Explorer Organizing Favorite web sites Customizing options – general, security, contents, connection, programs, advanced 27. ***** Using the Address Book Adding a new contact Creating a mailing group, Addressing a message, Finding an e-mail address 28. Using electronic mail, Starting Outlook Express Using the Outlook Express window, Changing the window layout, Reading file attachment, Taking action on message-deleting, forwarding, replying 29. Email & newsgroups, Creating and sending emails Attached files, Receiving emails, Locating and subscribing to newsgroups, Posting a message to a newsgroup 30. Chatting on internet, Understating Microsoft chat environment, Chat toolbar

List of Books

Computer Fundamental

1] Vikas Gupta Comdex Computer Course Kit First Dreamtech

2] Henry Lucas Information Technology for management 7Th Tata Mc-Graw Hills

3] B.Ram Computer Fundamentals Architecture and Organisation Revised 3rd New Age International Publisher

List of Tools and Equipment

A] General Class room

Sr	Name of Item	No.
1	Steel lockers 8 compartments with individual lockers (1980 x 910 x 480 mm)	4
2	Chair with writing pad	25
3	Steel almari with self 6.5’ x 3’ (18 gauge)	2
4	Steel table 4’ x 3’	2
5	Teacher chair	2

B] For Computer Fundamental and CAD Practical

Sr	Name of Item	No.
1	Computer System P4 with accessories Complete with license OS. compatible for- to run AutoCAD 2010 and Windows 7 OS.	5+1
2	Plotter- HP Design Jet 500 latest model	1
3	Scanner	1
4	Computer table	5+2
5	Chair for computer	10+2
6	Laser Printer	1
7	M. S. Office Software	1

****