

HOUSEKEEPING FUNCTIONS

(Skill Track)

Programme Structure

Course Code	Course Title	Lectures (L) Hours per week	Tutorial (T) Hours per week	Practical (P) Hours per week	Total Credits
VHM2154	Basics of Housekeeping	1	-	4	3
VHM2254	Rules for Cleaning	1	-	4	3
VHM2354	Laundry Operations	1	-	4	3
VHM2454	Maintaining Guest Room	1	-	4	3
VHM2554	Housekeeping Supervisory Skills	1	-	4	3
VHM2654	Housekeeping Management Skills	3	-	-	3
	TOTAL				18

HOUSEKEEPING FUNCTIONS

Syllabus - Semester First

BASICS OF HOUSEKEEPING

Course Code: VHM2154

Credit Units: 03

Prerequisites : 10+2

Course Objective:

At the end of the semester the students would have a thorough knowledge of:
Organization of Housekeeping department and its basic functioning
All agents and equipment used for cleaning of all possible surfaces

Course Contents:

Module –I

- 1.0 Housekeeping Department in Hospitality Industry
 - 1.1 Role of Housekeeping in Guest satisfaction and repeat Business
 - 1.2 Organizational Structure of Housekeeping Department for: Small Hotel, Medium Hotel, Large Hotel
 - 1.3 Layout of the Housekeeping Department

Module –II

- 2.0 Cleaning Equipment
 - 2.1 General Consideration for Selection
 - 2.2 Classification & Types of Equipments
 - 2.3 Method of Use and Mechanism for Each Type
 - 2.4 Care and Maintenance

Module – III

- 3.0 Cleaning Agents
 - 3.1 Classification
 - 3.2 General Criteria for Selection
 - 3.3 Use, Care & Storage
 - 3.4 Distribution & Control

Module – IV

- 4.0 Care and Cleaning of Different Surface
 - 4.1 Metals, Glass, Ceramics, Wood, Wall finishes, Floor finishes, Floor Coverings

Module – V

- 5.0 Communicate with customer and colleagues
- 6.0 Maintain safety at workplace

Examination Scheme:

Components	Internal Assessment			EE	
	V	LP	A	Th	Pr
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

Syllabus - Semester Second

RULES FOR CLEANING

Course Code: VHM2254

Credit Units: 03

Prerequisites : Basics of Housekeeping (VHM2154)

Course Objective:

At the end of the semester the students would have a thorough knowledge of:

- Cleaning Methods & Schedules
- Pests & their control
- Customer-Centric Service
- Maintaining Etiquette & Hygiene

Course Contents:

Module – I

- 1.0 Introduction to Cleaning
 - 1.1 Rules & methods of cleaning
 - 1.2 Organizing cleaning schedules
 - 1.3 Frequency of cleaning daily, periodic, special

Module – II

- 2.0 Pests found in the hotel and their control.

Module – III

- 3.0 Maintain customer-centric service orientation
- 4.0 Follow gender and age sensitive service practices (FM)

Module – IV

- 5.0 Maintain standard of etiquette and hospitable conduct
- 6.0 Maintain health and hygiene

Module – V

- 7.0 Maintain IPR of organisation and customer

Examination Scheme:

Components	Internal Assessment			EE	
	V	LP	A	Th	Pr
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M

- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

After successful completion of study of the above Courses (VHM2154&VHM2254), the student becomes eligible to appear for “Qualification Pack: Cleaner – Carpet and Chair / Surface Polisher” (NSQF level - 4) examination under THSC & NSDC by paying fees as applicable.

Syllabus - Semester Third

LAUNDRY OPERATIONS

Course Code: VHM2354

Credit Units: 03

Prerequisites : Rules for Cleaning (VHM2254)

Course Objective:

At the end of the semester the students would have a thorough knowledge of:

- Fibre & Fabrics
- Laundry Operations
- Stain Removal

Course Contents:

Module – I

- 1.0 Fibres & Fabrics
 - 1.1 Definition of Fibre
 - 1.1 Classification of Fibre - The Origin, Characteristics & Usage in the Hotel, Care & Cleaning

Module – II

- 2.0 Laundry in Hotel
 - 2.1 Duties & Responsibilities of Laundry Staff (Laundry Manager and Shift-In-Leader, Dry Cleaning, Supervisor, Spotter cum Presser, Laundry Clerk, Attendants Valet Runner, Laundry)
 - 2.2 Importance and Principles of Laundry Operations
 - 2.3 Equipment, Layout & Planning & Laundry (Basic Rules)

Module – III

- 3.0 Laundry Work Flow
 - 3.1 Flow Process of industrial Laundering [Collection, Transportation Arrivals, Sorting, Weighing, Loading, Washing, Rinsing, Starching, Hydro-Extraction, Drying, Unloading, Tumbling, Finishing (Calender / Steam Press) Folding, & Storing Transfer & Use]
 - 3.2 Stages in Wash Cycle (Flush-Suds-Bleach Rinse-Sour & Soft-Extract, Break & Soaking)

Module – IV

- 4.0 Laundry Cleaning Agents
 - 4.1 Role of Laundry Agents
 - 4.2 Classification of Laundry Agents (Synthetic, Detergent, Built Soap Detergents, Enzyme Action- Detergents, Explain Briefly)

Module – V

- 5.0 Stain Removal
 - 5.1 Special Equipment & Agents
 - 5.2 Process of Stain Removal

Examination Scheme:

Components	Internal Assessment			EE	
	V	LP	A	Th	Pr
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

After successful completion of study of the above Course (VHM2354), the student becomes eligible to appear for “Qualification Pack: Laundry Machine Operator” (NSQF level - 5) examination under THSC & NSDC by paying fees as applicable.

Syllabus - Semester Fourth

MAINTAINING GUEST ROOM

Course Code: VHM2454

Credit Units: 03

Prerequisites : Laundry Operations (VHM2354)

Course Objective:

At the end of the semester the students would have a thorough knowledge of:

- Guest Room of a Hotel
- Cleaning of Guest Room
- Bed Making
- Use of Guest Room Supplies
- Waste Disposal
- Room inspection & Report documentation

Course Contents:

Module – I

- 1.0 Guest Room
 - 1.1 Types of Rooms
 - 1.2 Room layouts and what are constitutes in a guest room

Module – II

- 2.0 Guestroom Cleaning
 - 2.1 Stacking of Chambers Maid Trolley
 - 2.2 Pre – Preparation
 - 2.3 Entering the guestroom
 - 2.4 Bed Making
 - 2.5 Bathroom Cleaning
 - 2.6 Second Service
 - 2.7 Turndown Service

Module – III

- 3.0 Identifying Guest Supplies

Module – IV

- 4.0 Conduct periodic deep cleaning
- 5.0 Collect and dispose waste properly

Module – V

- 6.0 Guest Room inspection
- 7.0 Report, record and prepare documentation

Examination Scheme:

Components	Internal Assessment			EE	
	V	LP	A	Th	Pr
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

After successful completion of study of the above Course (VHM2454), the student becomes eligible to appear for “Qualification Pack: Room Attendant” (NSQF level - 4) examination under THSC & NSDC by paying fees as applicable.

Syllabus - Semester Fifth

HOUSEKEEPING SUPERVISORY SKILLS

Course Code: VHM2554

Credit Units: 03

Prerequisites : Maintaining Guest Room (VHM2454)

Course Objective:

At the end of the semester the students would have a thorough knowledge of:

- Safety & Security measures in the organization
- Planning & Supervising Housekeeping work schedule
- Monitoring performance & designing training needs
- Prepare documented record & reports

Course Contents:

Module – I

1.0 Safety and Security

- 1.1 Fire Prevention
- 1.2 Accident Prevention
- 1.3 First Aid
- 1.4 Crime Prevention
- 1.5 Dealing with Emergencies

Module – I

2.0 Plan and prepare for housekeeping services

- 2.1 Periodical Cleaning schedule
- 2.2 Special Cleaning schedule

Module – II

3.0 Supervise and monitor housekeeping services

- 3.1 Inspection & Checking

Module – III

4.0 Support individual and team performance

- 4.1 Analysis performance & Arrange Training if required

Module – IV

5.0 Record and prepare documentation

6.0 Report submission

Examination Scheme:

Components	Internal Assessment			EE	
	V	LP	A	Th	Pr
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

After successful completion of study of the above Courses (VHM2554), the student becomes eligible to appear for “Qualification Pack: Housekeeping Supervisor” (NSQF level - 6) examination under THSC & NSDC by paying fees as applicable.

Syllabus - Semester Sixth

HOUSEKEEPING MANAGEMENT SKILLS

Course Code: VHM2654

Credit Units: 03

Prerequisites : Housekeeping Supervisory Skills (VHM2554)

Course Objective:

At the end of the semester the students would have a thorough knowledge of:

- Housekeeping Contract Cleaning
- Interior Decoration
- Planning & use of Resources in Housekeeping department
- Overall control of the department

Course Contents:

Module – I

- 1.0 Contract Cleaning
 - 1.1 Types of Contract Cleaning
 - 1.2 Methods of Pricing of Contract Cleaning
 - 1.3 Advantages and Disadvantages of Contract Cleaning
 - 1.4 Eco-Friendly Process

Module – II

- 2.0 Interior Decoration
 - 2.1 Colours
 - 2.2 Lighting
 - 2.3 Furniture
 - 2.4 Floor Finishes
 - 2.5 Carpets
 - 2.6 Wall Coverings
 - 2.7 Windows
 - 2.8 Guestroom Accessories

Module – III

- 3.0 Plan effectively the activities of housekeeping department

Module – IV

- 4.0 Perform staffing and organizing of housekeeping department

Module – V

- 5.0 Control the activities of housekeeping department

Examination Scheme:

Components	Internal Assessment				EE
	V	H	CT	A	Th
Weightage (%)	05	05	15	05	70

V-Viva; H-Home Assignment; CT-Class Test; A-Attendance; EE-End Semester Examination

Suggested Readings :

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew
- Professional House Keeping by Madlin Tucker

After successful completion of study of the above Courses (VHM2654), the student becomes eligible to appear for “Qualification Pack: Housekeeping Manager” (NSQF level - 7) examination under THSC & NSDC by paying fees as applicable.