



**Technical Examinations Board, Gujarat State,
Gandhinagar**

HOSPITALITY HOUSE-KEEPING MANAGEMENT

Title	69: Hospitality House-Keeping Management
Level	Trade Certificate
Course Duration	One Year (full time)
Entry Qualification	S. S. C. Pass or Equivalent
With Effect from	June 2023

Teaching Scheme:

Sub Code	Subject Name	Teaching Scheme		Examination Scheme				Term Work Marks	Total Marks
		Theory	Practical	Theory Marks	Hrs.	Practical Marks	Hrs.		
6910	HK Operations	08	12	100	3	150	03	50	300
6920	Interior Design	02	04	50	2	-	-	50	100
6930	Hotel Communication	02	04	50	2	-	-	100	150
6940	On the Job Training	-	-	-	-	-	-	100	100
6950	Project	-	-	-	-	-	-	100	100
Total		12	20	200	07	150	03	400	750

Total Week = 32

Total Teaching slot/Week = 32

Theory Periods = 12

Practical Periods = 20

Remarks

22 weeks at institute. 10 weeks on job industrial training in a hotel specified by the principal of the institute who will give the marks of "On the Job training".

69: HOSPITALITY HOUSEKEEPING MANAGEMENT

Course Objectives:

- To provide in-depth knowledge about the various housekeeping operations/ terms/ systems and procedures/formats followed in the hotels.
- To understand the basics of décor and importance of Interior Design and décor in Hospitality Industry.
- To develop and understanding regarding the importance of English as language in Hospitality Industry, Communication skills in particular oral communication, comprehension ability and of writing strategies in both literary and commercial situations.
- To create awareness among the students, the importance of FRENCH In their Profession.
- To understand recall and be able to use the common hotel management related terminologies.

Course Subjects:

Sr. No	Sub Code	Subject Name	Theory in Hrs	Practical in Hrs
1	6910	HK Operations	176	264
2	6920	Interior Design	44	88
3	6930	Hotel Communication	44	88
4	6940	On The Job Training	10 weeks (480Hrs)	
5	6950	Project	--	--
		Total	264	440

6910 : HOUSE KEEPING OPERATIONS	
Unit-1	Introduction and Scope
1.1	Brief history of lodging industry. Role of housekeeping in various hospitality operations.
Unit-2	Planning and organizing the house keeping department:
2.1	Duties, Responsibilities and attributes of housekeeping staff
2.2	Interdepartmental coordination, Organisational chart of housekeeping departments.
Unit-3	Hotel Plan and Layout of Floors
3.1	Plan, Layout of Floors, Layout of public areas, Various types of rooms and its arrangement
Unit-4	Cleaning & Polishing
4.1	Cleaning Equipment's-Traditional & Modern Cleaning agents Types of Cleaning-Daily, Weekly, Seasonal)
4.2	Cleaning Methods
4.3	Types of floors-Wood, Marble, Tiles, Stone, Cleaning of floors
4.4	Cleaning of Furnishings-Carpet & Upholsters Guest room Cleaning
4.5	Public and other type of cleaning Cleaning of ceilings, walls, furniture's & fixtures.
Unit-5	Linen & Laundry
5.1	Linen.: Layout and physical features of linen room-Bed, Bath and Table linen Types & Sizes – Beds and Beddings Different types of bed mattress, pillows etc. Linen inventory procedure. Mending, repair and reutilization of worn linen. Receiving & Issuing linen.
5.2	Laundry: Layout and plan of laundry room. Different equipment's of laundry. Types of soaps & detergents. Marking fabrics. Stain removal and reagents.
Unit-6	Preparing Bedrooms
6.1	Bed making, Arranging guest's belongings, Replenishing sanitary supplies, Noting discrepancies, Noting maintenance required in the room.
6.2	Dealing with guest laundry, Accepting and noting any special requests, Replacing clean laundry in bedrooms.
Unit-7	Dealing with Lost & Found Property

7.1	Receiving particulars of lost property, Searching and finding, Recording, Labelling, Storing safely, Identifying rightful owner, Returning property to rightful owner.
Unit-8	Transferring Guests
8.1	Allocating alternate rooms, Recording and reporting transfers, Arranging for repairs and reporting room status.
Unit-9	Pest Control
9.1	Prevention, eradication and control-Rats, Bedbugs, Silverfish, Cockroaches, Fleas, Mosquitoes, Ants, White ants.
Unit-10	Safety & Security
10.1	Fire safety, Bomb Threat and Blackout, Prevention of accidents.
Unit-11	Dealing with repairs and Maintenance
11.1	Planning Maintenance Schedule
Unit-12	Managing Inventories
12.1	Par levels – Linens, Uniforms, Guest uniforms, Machinery and equipment, cleaning supplies and guest supplies.
Unit-13	Cost Control: Planning & Operating Budget
Unit-14	Management of personnel in housekeeping department:
14.1	Recruiting employees, Skill training, Motivation, Scheduling/Drawing up duty rosters, Supervising, Taking inventory, Advising management.
Unit-15	Hygiene
15.1	Personal grooming and hygiene.
Note	Three Periodic Tests Of One Hour Each. Application of Knowledge And Skill Learned During Class Room Learning

6920 : INTERIOR DESIGN	
Unit-1	Introduction
1.1	Concept and Scope of Interior Design: Traditional styles, Period Styles, Provincial Styles, Modern Styles
Unit-2	Elements of Arts
2.1	Line, Form, Texture, Space & Light
2.2	Colour: Introduction, Basic concepts, Nature of colour, Nature of pigments, Human eye in relation to colour vision, Dimensions of colours, The colour sphere, The expressive potential of colours, colour for the specific project, colour under artificial light, colour in relation to space.
Unit-3	Principles of Design

3.1	Proportion, Balance, Emphasis, Rhythm, Harmony, Objectives and functions of Interior Design.
Unit-4	Furniture Arrangement
4.1	Size of the room- door, window, Treatment- Curtain, Sheet Draperies, Various types of furniture, Table Plans, Arranging furniture according to plan
Unit-5	Flower Arrangement
5.1	Materials used in flower arrangement, Types of Flower arrangement, Fresh arrangement, Dry arrangement, preparation and care of flowers.
Unit-6	Furniture
6.1	Short history of furniture design, Modern Traditional Styles (Indian), General rules for styles, arrangement and comfort, guide for purchasing of furniture.
Unit-7	Furnishing
7.1	A Rugs and Carpets B. Fabrics C. Lighting Accessories D. Pictures
Unit-8	Climate and Design
Unit-9	Trends in Bedroom, Conference Room, Lobby etc.
Unit-10	Preparing Public and Function Room
Note	Three Periodic Tests Of One Hour Each. Class Assignments on Applications

6930 : HOTEL COMMUNICATION	
Unit-1	Grammar
1.1	Subject, predicate, noun-pronoun, verb, article, composition, parts of speech active & passive voice, figures of speech phrase, clause, sentences & synthesis, precise, comprehensions. Common errors.
Unit-2	Business Communication
2.1	Spelling, Punctuation, Formation, Paraphrasing, Letter Writing.
Unit-3	Concept Of Communication
3.1	Definition, meaning, scope, function & purpose of communication.
Unit-4	Elements Of Communication
4.1	Sender, message, treatment, channels, receiver, role of sender & receiver.
Unit-5	Types Of Communication
5.1	Direct & indirect communication, verbal & non-verbal communication, clarity in communication, techniques of communication, sensitivity, observation, empathy

5.2	Quest for knowledge, feedback, barriers to communication, predisposition, limited perspective, lack of knowledge, lack of appreciation, physical state of mind.
Unit-6	Sales Promotion
6.1	Importance & Technique: Information of facilities available in house, comparison with other hotels, justification of non-availability, house count, room occupancy.
Unit-7	Handling Emergencies
7.1	Types of emergencies, first aid, fire protection.
Unit-8	First Aid & Fire Protection
8.1	Wounds & cuts, Bandage & types of knot, respiration, first aid to fracture, Asphyxia, Food positioning,
8.2	Fire Protection. Definitions & importance & basic rules Roles of the first aider and the first aid kit. Types of dressing & their uses What To Do In Case Of: A) Bleeding. B) Burns & Scalds Electrics Shocks C) Fractures D) Food Poisoning
Unit-9	French As A Language And Its Relevance To The Hotel Management Education
9.1	Details of French usages with correct pronunciations: les numb rec de 1 a 100,le seasons Politesse. Days of the week, months of the year, seasons, fruits, vegetables , fish with meats ; culinary terms ; the table appointments (the cover); the hostel; kitchen ; culinary terms : As cuisine e material de la cuisine; le restaurant; le service ; q hotel, lachamber de 1 hotel; les repas; le menu (important); les joursdelasemaine; all verbs and terms relevant to cooking. as ill types of work in the kitchen ,the reception and the housekeeping, menus in French ;more culinary terms.
Unit-10	Personnel Grooming
10.1	Posture / appearance / mannerisms /etiquettes
Note	Three periodic tests, monthly class assignments

6940 : On the Job Training

Student should maintain a logbook the training & meeting a daily even their in. They should also report and problem found by them & how did they overcome the same.

6950 : Project

The student will be requested to identify one problem in any given area of the specialization study in detail & come up with the functional suggestions (as per the opinion of the student) They should submit a written report of the problems, process of identification, study process & minimum (30 typed pages)

Suggested List of Practical's

Sr. No	Practical Category
	Housekeeping
1	Cleaning a. Glasss b. Floors c. Public Areas d. Walls e. Fixtures f. Wooden g. Laminated Surfaces
2	Polishing a. Metals b. Silver c. Brass d. Copper e. Raxin f. Leather g. Suede
3	Identification of equipment.
4	Chambermaid cart
5	Vacuum cleaning of carpets
6	Cleaning of bathrooms
7	Bed making
8	Guest supplies
9	making VIP rooms
10	Daily cleaning
11	Weekly cleaning
12	Spring cleaning
13	Shampooing carpets
14	Cleaning banquets halls
15	Cleaning public areas
16	Making guest rooms
17	Cleaning of offices
18	Issuing linens/Uniforms
19	Laundering linens
20	Stain removing
21	Desk control operations
22	Flower arrangements
23	Pesticides & Sprays
24	Mending, Stitching & making of monograms
25	Supervising – Guest rooms, public areas, Guest Floors, Laundry services, Linen & Uniform room.

	<u>Interior Design</u>
1	Behavioural Architecture
2	Hotel Designing a) Back of the house area b) Front of the house area c) Guest Room
3	Climate and Design
4	Colours
5	Principles of Design
6	Accessories
7	Rugs and Carpets
8	Fabrics
9	Flower Arrangement
10	Landscaping
11	Furniture

Reference Books:

1. Housekeeping training manual by Sudhir Andrews.
2. Managing food hygiene by Nicholas Johns.
3. The food hygiene by Richards A S Prener.
4. The Management of human resource by N. Ramaswami.
5. Home Management by Nicel and Darsey
6. Good House Keeping by Pramila Mehra
7. Hotel House Keeping by Sudhir Andrews
8. Wren And Martin – English Grammar And Composition
9. Daniel Jones – English Pronouncing Dictionary 14th Edition
10. Red Revel & Trish Scott English For The Hotel And Catering Industry
11. Maugser G. Cours De Langue Et. De. Civilization Franchises.
12. Lemaitre Joseph French How To Speak And Write

Subject Course Committee

Sr. No	Name	Designation & Address
1	Shri Rishi Kashyap	Principal, GIHM, Vadodara
2	Shri Abhay Raghav	GIHM, Vadodara
3	Shri Jyotimoni Nath	GIHM, Vadodara

Invited Experts

Sr. No	Name	Designation & Address
1	Shri R. M. Gohil	Principal, GTHS, Ahmedabad
2	Shri R. K. Jethwa	Principal, GTHS, Vadodara