

V I S T A S
School of Hotel & Catering Management

Certificate Course – Syllabus

Subject : **Housekeeping (Theory)**

Course Code : **15705T1**

COURSE OBJECTIVE:

To provide students with an insight into the importance of the Housekeeping Department. To identify the various hotel personnel and their duties and responsibilities. To perform the activities in the Housekeeping Desk. To develop a comprehensive knowledge of the public areas and the guest room cleaning process. .

UNIT –I Organizational structure

Organizational structure and layout of the accommodation department – layout of the department, coordination with other department, housekeeping in other institutions

- i. Small hotel
- ii. Medium hotel
- iii. Large hotel

UNIT - II Cleaning Procedure of the public area and the types of rooms

- i. Lobby, F&B Outlets, swimming pool, Rest room, lounge, patio areas, corridor, shopping arcade
- ii. Types of Rooms – Double, Turin, Double, Deluxe, studio, interconnectivity, adjacent, executive, duplex, suite, presidential suite, pent house, cabana, Hollywood parlor etc.,

UNIT III. Duties and responsibilities of Housekeeping staff

UNIT IV. Classification and types of equipment

- i. Mechanical
 - ii. Electrical
- How to use the above equipment
- iii. Safety procedures – first aid , safety awareness & accident prevention, dealing with emergencies.

UNIT V. Classifications and types of cleaning agents

- i. Water, soap, detergent, alkali, acid, solvent, absorbs, deodorants, disinfectants, polishes, seals
- ii. Uses, care & storage
- iii. Distribution and inventory control
- iv. Safety practices

UNIT VI Fabric and fibers

Classification

UNIT VII Linen and Laundry

Layout
Equipment
Procedure
Stain Removal
Files and registers

UNIT VIII Interior Decoration

- i. Important of design, patterns, art & décor
- ii. Decorating the various public areas of the hotel
- iii. Importance & study of colours
- iv. Types of furniture
- v. Lights & lighting – energy saving
- vi. Door & window
- vii. Walls & Ceilings
- viii. Designing physical challenged rooms

UNIT IX Motivating and Training

- i. Definition
- ii. Types
- iii. Methods
- iv. Evaluating

UNIT X. Controlling Expenses

- i. Budget process, types
- ii. Using operating budget as a control tool
- iii. Powering budget and income statement
- iv. Room division income statement
- v. Budgeting expenses : salaries and wages
- vi. Employee benefit outside service
- vii. In house laundry, linen, operating supplies uniforms

COURSE OUTCOME:

On successful completion of this course learners will be able to:

- CO1** Realize the role of the housekeeping department in hotels and its responsibilities.
- CO2** Develop personal skills and in accommodation operation and services
- CO3** Design the organizational structure and the functional layout of housekeeping departments in various sized hotels.
- CO4** Co-ordinate with other departments in the hotel Suggest the types of cleaning agents for different level of cleaning.
- CO5** Practice and create a safe working environment

REFERENCE BOOKS:

1. Sudhir Andrews Hotel House keeping a Training Manual – 2nd edition-Tata Mcgraw hill – 2009
2. G.Raghubalan & Smrita Raghubalan Hotel Housekeeping Operations and Management - 2nd edition -Oxford University Press 2009.
3. Ursula Jones Cassell - Hotel & Catering Management – 2nd edition-Octopus Publishing Group Limited, 1997.
4. John C. Bronson and Margaret Lennox Hotel Hostel Hospital Housekeeping-5th edition– Edward Arnold Taylor& Francis Group -1988.