

NIHM Chennai - 107

Affiliated by ALAGAPPA UNIVERSITY

(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle)

DIRECTORATE OF COLLABORATIVE PROGRAMMES



CRAFT CERTIFICATE COURSE IN HOUSEKEEPING

Regulations and Syllabus

GENERAL INSTRUCTIONS AND REGULATIONS

1. Eligibility:

A pass in the SSLC Examination conducted by the Government of Tamil Nadu, or an examination accepted as equivalent thereto by the Syndicate for admission to **Craft Certificate course in House Keeping**.

2. Admission:

Admission is based on the marks in the qualifying examination.

3. Duration of the course:

The course shall extend over a period of one year under non-semester pattern

4. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 40% or more marks but less than 60% of the aggregate marks, shall be awarded **SECOND CLASS**.
- e. A candidate who secures 60% or more of the aggregate marks, shall be awarded **FIRST CLASS**.
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

5. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
- c. Two Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
- d. Conduct of the Continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The Continuous internal assessment marks are to be submitted to the University at the end of every year.
- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.

- g. All mark lists and other records connected with the continuous Internal Assessments should be in the safe custody of the institute for at least one year after the assessment.

6. Attendance:

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

7. Examination:

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of the each semester for duration of 3 hours for each subject. Certificate will be issued as per the AU regulations. Hall ticket will be issued to the candidates upon submission of the list of enrolled students along with the prescribed course fee.

8. Question Paper pattern:

| | |
|--|------------------|
| Maximum: 75 Marks | Duration: 3Hours |
| Part A - Short answer questions with no choice | : 10 x 02=20 |
| Part B – Brief answer with either or type | : 05 x 05=25 |
| Part C- Essay – type questions of either / or type | : 03 x 10=30 |

9. Miscellaneous

- Each student posses the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- Each student is issued with an identity card by the University to identify his / her admission to the course
- Students are provided library and internet facilities for development of their `studies.

- d. Students are to maintain the record of practicals conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successful complete the course within the stipulated period will be awarded the degree by the University.

10. Other Regulations:

Besides the above, the common regulation of the University shall also be applicable to this programme.

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CRAFT CERTIFICATE COURSE IN HOUSEKEEPING

CURRICULUM OUTLINE

| S.NO | Subject Code | NAME OF THE SUBJECT | HRS | NO.OF. COURSE | INTERNAL | EXTERNAL | TOTAL |
|------|--------------|--------------------------------------|-----------|---------------|------------|------------|------------|
| 1 | 11 | Housekeeping Operation | 3 | 1 | 25 | 75 | 100 |
| 2 | 12 | Housekeeping Services | 3 | 1 | 25 | 75 | 100 |
| 3 | 13 | Housekeeping Hygiene and Work Safety | 2 | 1 | 25 | 75 | 100 |
| 4 | 14 | Housekeeping Operation Practical | 9 | 1 | 25 | 75 | 100 |
| 5 | 15 | Housekeeping Services Practical | 9 | 1 | 25 | 75 | 100 |
| 6 | 16 | Communicative English Practical | 4 | 1 | 25 | 75 | 100 |
| | | TOTAL | 30 | 6 | 150 | 450 | 600 |

11 HOUSEKEEPING OPERATION

OBJECTIVES: At the end of the unit, the students would have acquired knowledge about the organized structure of the housekeeping department.

Unit - 1

- 1.1 Role of house keeping in hospitality industry.
- 1.2 Lay out and organizational structure of house keeping department.
 - 1.2.1 Small hotel
 - 1.2.2 Medium hotel
 - 1.2.3 Large hotel
- 1.3 Job description of housekeeping personnel
 - 1.3.1 Executive housekeeper
 - 1.3.2 Deputy housekeeper
 - 1.3.3 Floor supervisor:- morning, late duty, night shift, routine duties, records maintained (room inspection check list, housekeepers report, stores requisition, linen exchange book, record of special cleaning and major jobs done).
 - 1.3.4 House man
 - 1.3.5 Tailor/ Upholsterer
 - 1.3.6 Head gardener
 - 1.3.7 Gardeners
- 1.4 Inter Departmental relationship
 - 1.4.1 Front office
 - 1.4.2 F&B service
 - 1.4.3 Maintenance
 - 1.4.4 Security
 - 1.4.5 Store & Purchase
 - 1.4.6 Accounts
 - 1.4.7 H.R.D

UNIT II

OBJECTIVES: After the completion of this unit, the students will be able to understand about the activities at the central desk, uses of maids cart and the types of rooms.

- 2.1 Qualities of housekeeping staff
- 2.2 Housekeeping activities at central desk (Briefing & scheduling of staff)
- 2.3 The maids cart (Uses of maids cart and how to set it)
- 2.4 Configuration of rooms – Bed and Bath room – Furniture, Fixtures, Fittings and accessories for single, Double, Suite and luxury deluxe suite.
 - 2.4.1 Types of configuration – Standard, Enhanced, Suite, Disabled access.

UNIT III

OBJECTIVES: After the completion of this unit the students will know about the various cleaning materials and agents used.

- 3.1 Classification and types of equipments with diagram

- 3.1.1 Brushes/Brooms
- 3.1.2 Mops, Dusters, Pushers
- 3.2 Mechanical
 - 3.2.1 Squeezes
 - 3.2.2 Vacuum cleaner
 - 3.2.3 Shampooing machine
 - 3.2.4 Floor burnishing machine
 - 3.2.5 Auto scrubbers
- 3.3 Care and use of the above equipments
- 3.4 Machine room
- 3.5 Floor pantry
- 3.6 Godowns
- 3.7 House Keeping Stores
- 3.8 Cleaning agents
 - 3.8.1 Importance of cleaning - The nature of soiling, Water, Chemical make up of cleaning agents, Detergents, Acid cleaners, Alkaline cleaners, Solvent cleaners, Disinfectants, Deodorant, Laundry aids, Polishers and Floor seals.
 - 3.8.2 Use, care and storage of cleaning agents
 - 3.8.3 Distribution and storage

UNIT IV

OBJECTIVE: Students will understand the operational areas of house keeping department, Cleaning services and knowledge of care and cleaning of various surfaces.

- 4.1 Operational areas of house keeping department
 - 4.1.1 Guest rooms and floor pantry operations
 - 4.1.1 Corridors
 - 4.1.2 Public area: lobby, lounge, and rest rooms
 - 4.1.3 Pool side and patio areas
- 4.2 Cleaning procedures and frequency
- 4.3 Daily cleaning –schedules and records
 - 4.3.1 Guest rooms
 - 4.3.2 Check out room
 - 4.3.3 Occupied room
 - 4.3.4 Vacant room
 - 4.3.5 Evening service
 - 4.3.6 Super Room Cleaning
- 4.4 Public areas – schedules and records
 - 4.4.1 Corridors
 - 4.4.2 Pool area
 - 4.4.3 Office area
 - 4.4.4 Lobby
 - 4.4.5 Lounge

- 4.4.6 F&B outlets
- 4.4.7 Shopping arcade
- 4.4.8 Health club
- 4.4.9 Elevators/Escalators
- 4.5 Weekly cleaning –schedules and records
- 4.6 Periodic cleaning –schedules and records
- 4.7 Special cleaning –schedules and records.

UNIT V

OBJECTIVES: The students will understand service/facilities offered by house keeping department at the end of this chapter.

- 5.1 Floor Operations
 - 5.1.1 Rules on a Guest Floor
 - 5.1.2 Bed Making
- 5.2 Standard supplies provided in the guest rooms
 - 5.2.1 Normal
 - 5.2.2 VIP's
 - 5.2.3 Supplies on request
- 5.3 Special services
 - 5.3.1 Baby-sitting
 - 5.3.2 Second service
 - 5.3.3 Freshen up service
 - 5.3.4 Valet service
- 5.4 Preparing a red slip.
- 5.5 Key handling procedures
 - 5.5.1. Types of keys (grand master key, floor master, sub master or section key or Passkey, emergency key, room keys, office keys & store keys)
 - 5.5.2 Electronic key
 - 5.5.3 Key control – issuing, return, changing of locks, key belts, unusual occurrence.
 - 5.5.4 Lost and found, missing & damaged procedures and records.

Glossary terms – (Grand master key, D.N.D, Maid's cart, OOO, DL, Evening service, Red slip, Job order, House man check list, Crib, Bath robe, Discrepancy report, Housekeeper report, Wash and change, Valet, Dust, Dirt, Log book, Departure room, Vacant room, Blocked, Sewing kits, Floor pantry, Chute, Spring cleaning, Lost and found, Sauna bath, Guest amenities, On change, Lounge, Par stock, Crinkle sheet, Tent card)

12 HOUSEKEEPING SERVICES

UNIT - I

Objective: Students will acquire knowledge about the various activities of linen room.

- 1.1 Hotel linen
- 1.2 Kinds of linen used in accommodation section.
 - 1.2.1 Items classified as bed linen and bath linen and their sizes.
 - 1.2.2 Items classified as table linen, their sizes
- 1.3 Activities of a linen room.
 - 1.3.1. Location, Equipment and lay out of linen room
 - 1.3.2 Purchase of linen / linen hire / quality and quantity.
- 1.4 Storage standards and Inspection
- 1.5 Issuing of linen to floors and departments – Procedures and records.
- 1.6 Dispatch and delivery – Procedures and records.
- 1.7 Stock taking – Procedures and records.
- 1.8 Condemned linen and cut down – Procedures and records.
- 1.9 Duties and responsibilities of linen room staff.
 - 1.9.1. Linen keeper – Routine duties and records maintained
 - 1.9.2 Linen room attendant – Routine duties and records maintained.

UNIT- II

Objective: The students will acquire knowledge about the layout of laundry, Industrial laundering and guest laundry.

- 2.1 Laundry – Location, Lay out, Various types of laundry machines (Washer, drycleaner, Hydro extractor, Calendar machine, Buffer, Steam press)
- 2.2 Role of laundry agents.
 - 2.2.1 Classification laundry agents (Synthetic built soap detergents, Enzyme action detergents).
- 2.3 Flow process of industrial laundering (Collection, transportation, arrival, sorting, Weighing, loading, washing, rinsing, starching, hydro extraction, unloading, tumbling, folding, airing and storing, transfer)
- 2.4 Handling guest laundry.
 - 2.4.1 Collecting the guest laundry
 - 2.4.2 Normal service
 - 2.4.3 Express service

UNIT- III

Objective: The students will acquire knowledge about the various activities of house keeping store and supplies.

- 3.1 House Keeping supply store.
- 3.2 Supplies of floor pantry
- 3.3 Issuing both supplies and amenities.

UNIT- IV

Objective: The students will acquire a comprehensive knowledge about the various styles of flower arrangements.

- 4.1 Flower Arrangement
- 4.2 Purpose of flower arrangement
- 4.3 Equipment and materials used.
- 4.4 Styles of flower arrangement (Western, Japanese, Free style)
- 4.5 Decoration during various – Occasions.

UNIT - V

Objective: To know about various aspects of Interior decoration.

- 5.1 Interior Decoration.
 - 5.1.1 Basic elements of art and principles of Interior design.
 - 5.1.2 Factor affecting Interior design.
- 5.2 Role of colour in Interior design
- 5.3 Furniture, Fixtures and upholsteries.
- 5.4 Lighting and lighting systems in hotels.
- 5.5 Role of accessories Interior decoration.

Reference Books:

Hotel Hospital and House Keeping – John c. Branson

Margaret, Lennon

House Keeping Management - Matt A. Casado.

Flowers for celebrating - Denen Bridges

13 HOUSEKEEPING HYGIENE AND WORK SAFETY

UNIT - I

Objective: After the completion of this unit, the student will know about grooming and good health, the role of personal hygiene in health.

- 1.1 Personal Hygiene
- 1.2 Importance of good health
 - 1.2.1 Care of ourself in personal hygiene
- 1.3 Importance of good grooming
- 1.4 Importance of good attitudes.
- 1.5 Importance of good uniforms.

UNIT - II

Objective: After the completion of this unit, the student will understand about the good structural details for good house keeping.

- 2.1 Establishment Hygiene
 - 2.1.1 Importance of good designing floors.
 - 2.1.2 Importance of good designing walls.
- 2.3 Proper and good ventilation
- 2.4 Proper maintenance.
- 2.5 Handling equipments.
 - 2.5.1 Use, Care and storage of cleaning equipments.

UNIT - III

Objective: After the completion of this unit, the student will know about the various courses of accidents, their prevention and control. They also know about good sanitation methods.

- 3.1 Safety and Security
- 3.2 Fire prevention
 - 3.2.1 Classification of fires
 - 3.2.2 Fire extinguishers.
- 3.3 Accidents

- 3.3.1 Causes of accidents
- 3.3.2 Prevention taken for accidents
- 3.3.3 Basic first aids.
- 3.4 Sterilization, disinfection and sanitation methods for guest rooms and public areas.

UNIT - IV

Objective: After the completion of this unit, the students will know all about pest control and its prevention.

- 4.1 Pest control
 - 4.1.1 Types of pest
 - 4.1.2 Area of Infection
 - 4.1.3 Prevention and their control

UNIT - V

Objective: After the completion of this unit, the students will know about the environment sanitation.

- 5.1 Garbage Disposal
 - 5.1.1 Types of waste and refuse
 - 5.1.2 Methods of collection.
- 5.2 Eco friendly Disposal methods
- 5.3 Storage commodities.

14 HOUSEKEEPING OPERATION PRACTICAL

- Identification of cleaning equipments.
- Identification of cleaning agents.
- Cleaning of various surfaces.
- Basic cleaning operation (Dusting, sweeping, moping, scrubbing, polishing)
- Cleaning of bathroom.
- Bed making / Morning and evening attention.
- Public Area Cleaning (Dining area, staircase, corridors, office areas, lobby and reception areas).

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15 HOUSEKEEPING SERVICES PRACTICAL

- A. Identification of different fabrics.
- B. Classification of linen used in hotel industry.
- C. Laundry and dry cleaning operations.
 - Identification of Laundry agents.
 - Flow process of laundry.
- D. Flower arrangement – Equipment and materials used
 - Styles of flower arrangement (Western, Japanese, Free style)
 - Flower arrangement for different occasions.

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16 COMMUNICATIVE ENGLISH PRACTICAL

1. Practice of writing essays
2. Practice of letter writing
3. Speech improvement: Pronunciation, Stress, Accent, Common phonetic Difficulties
4. Self introduction
5. Speaking to superiors
6. Speaking to celebrity
7. Speaking to subordinates
8. Long Sentence Formation & Dialogues
 - Dialogues In – Kitchen - Food & Beverage Outlet – Bus Stand – Railway Station – Bank – Airport.
9. Preparing a speech
10. Public speaking
11. Etiquettes and manners
12. Group discussion.

Reference:

1. Business Communication - Rhoda Doctor & Aspi Doctor
2. Communication Media - Angela Wadia
3. Business English - Bal & Nagamia