

DIPLOMA IN HOUSE KEEPING

PAPER- I (FUNDAMENTALS OF ACCOMDATION – I)

Unit	Topic
Unit-1	<p>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department</p>
Unit-2	<p>CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organizing cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment</p>
Unit-3	<p>CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping</p>
Unit-4	<p>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatheriest, Rexene’s D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes</p>
Unit-5	<p>INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department, use of computers in housekeeping department</p>

FUNDAMENTALS OF ACCOMMODATION OPERATIONS – I (PRACTICAL)

Unit	Topic
Unit-1	<p>Sample Layout of Guest Rooms, Single room Double room, Twin room, Suite Guest Room Supplies and Position, Standard room ,Suite, VIP room special amenities</p>
Unit-2	<p>Cleaning Equipment-(manual and mechanical) Familiarization, Different parts, Function, Care and maintenance, Cleaning Agent, Familiarization according to classification ,Function</p>
Unit-3	<p>Public Area Cleaning (Cleaning Different Surface) A. WOOD, polished, painted, Laminated B. SILVER/ EPNS , Plate powder method , Polivit method, Proprietary solution (Silvo) C. BRASS ,Traditional/ domestic 1 Method Proprietary solution 1 (brasso) D. GLASS ,Glass cleanser , Economical method(newspaper) E. FLOOR - Cleaning and polishing of different types Wooden , Marble, Terrazzo/ mosaic etc.</p>

Unit-4	F. WALL - care and maintenance of different types and parts ,Skirting , Dado, Different types of paints(distemper Emulsion, oil paint etc) Maid's trolley Contents, Trolley setup
Unit-5	Familiarizing with different types of Rooms, facilities and surfaces, Twin/ double, Suite, Conference etc

Recommended books:

1. John C Branson & Margatet Lennox, Hotel, Hostel & Hospital Housekeeping, Edward Arnold,
2. Jane Fellows, Housekeeping Supervision, Publishers Macdonald Evans Ltd,
3. Schneider Madelin and Tucker Georgina, Professional Housekeeper, Van Nostrand, Reinhold,
4. Kappa, Nitschke, Schappert, Managing Housekeeping Operations,
5. Sudhir Andrews housekeeping

PAPER- II (ACCOMMODATION MANAGEMENT – I)

Unit	Topic
Unit-1	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control
Unit-2	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS
Unit-3	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services
Unit-4	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS
Unit-5	FIRST AID

ACCOMMODATION MANAGEMENT – I (PRACTICAL)

S. No.	Topic
1.	Team cleaning □ Planning □ Organizing □ Executing □ Evaluating
2.	Inspection checklist, Time and motion study □ Steps of bed making □ Steps in servicing a guest room etc

3.	Devising/ designing training module <input type="checkbox"/> Refresher training(5 days) <input type="checkbox"/> Induction training(2 days) <input type="checkbox"/> Remedial training(5 days)
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PAPER- III (FUNDAMENTALS OF ROOM DIVISION)

S. No.	UNIT	TOPIC
1	UNIT-1	1COMPUTER APPLICATION IN FRONT OFFICE OPERATION Role of information technology in the hospitality industry Factors for need of a PMS in the hotel Factors for purchase of PMS by the hotel Introduction to Fidelio & Amadeus
2	UNIT-2	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non- guest accounts C. Accounting system Non automated – Guest weekly bill, Visitors tabular ledger Semi automated, Fully automated
3	UNIT-3	CHECK OUT PROCEDURES Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out.
4	UNIT-4	CONTROL OF CASH AND CREDIT , NIGHT AUDITING A. Functions, B. Audit procedures (Non automated, semi- automated and fully automated) FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit, C. Key control, D. Emergency situations (Accident, illness, theft, fire, bomb)
5	UNIT-5	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as Reservations (personal and telephonic) Reception (Doorman, Bell Boys, Receptionist etc.)

PRACTICAL

S. No. Topic

- Hands on practice of computer applications related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions, Front office accounting procedures o Manual accounting o Machine accounting o Payable, Accounts Receivable, Guest History, Yield Management C. Role Play D. Situation Handling
- Hot function keys, Create and update guest profiles 3, Send confirmation letters ,Print registration cards ,Make FIT reservation & group reservation , Make an Add-on reservation, Amend a reservation, Cancel a reservation-with deposit and without deposit, Log onto cahier code, Process a reservation deposit, Pre-register a guest, Put message and locator for a guest
- Put trace for guest, Check in a reserved guest, Check in day use, Check –in a walk-in guest, Maintain guest history, Make sharer reservation, Add a share to a reservation, Make A/R account, Take reservation through Travel Agent/Company/ Individual or

Source, Make room change, Make check and update guest folios, Process charges for in-house guests and non-resident guests., Handle allowances and discounts and packages

4. Process advance for in-house guest , Put routing instructions , Print guest folios during stay, Processing foreign currency exchange/ cheque exchange, Process guest check out by cash and credit card , Check out without closing folio-Skipper accounts, Handle paymaster folios, Check out using city ledger, Print guest folio during check out, Close bank at end of each shift, Check room rate and variance report, Tally Allowances for the day at night, Tally paid outs for the day at night, Tally forex for the day at night, Credit check report

Reference Books:

1. Hotel front Office Training Manual. -Sudhir Andrews
2. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Check-In Check-Out - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbott
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel receptions- Paul White and Helen
10. Front Office Operations and Administration (Dennis Foster)

PAPER- IV (INTERIOR DECORATION)

UNIT	TOPIC
UNIT-1	Introduction Of Interior Designing
UNIT-2	Principles of Interior Design
UNIT-3	Elements of Design
UNIT-4	Designing for physically challenged
UNIT-5	Important tools used for decorating- color and types of color schemes, window treatments, floor and wall coverings