

**BASIC HOUSEKEEPING****Course Code : 321315****Programme Name/s : Hotel Management & Catering Technology****Programme Code : HM****Semester : First****Course Title : BASIC HOUSEKEEPING****Course Code : 321315****I. RATIONALE**

The housekeeping department is the crux of hotel operations as one cannot fascinate the prospective customer without a clean, hygienic, luxurious room. Effective housekeeping is ongoing operation. It is rightly said that a housekeeping is a 24x7x365 operation. To cope with the role and responsibilities of the department the staff understand the responsibilities shared by them to run the department smoothly. Thus this course will give insight of housekeeping and its place in hotel industry. Also students will be able to develop the basic knowledge, principles and skill involved for various tasks of housekeeping and enhance the quality and standards of hotels which should be at par with prescribed standards globally.

**II. INDUSTRY / EMPLOYER EXPECTED OUTCOME**

The aim of this course is to help the student to attain the following industry identified outcome through various teaching learning experiences: IEO1 Manage effective housekeeping in hotel industry

**III. COURSE LEVEL LEARNING OUTCOMES (COS)**

Students will be able to achieve & demonstrate the following COs on completion of course based learning

- CO1 - Enumerate the importance of housekeeping and specific attributes of housekeeping staff
- CO2 - Plan the layout of various sections of housekeeping department for effective coordination and
- CO3 - Use the different cleaning agent and cleaning equipment for guest houses, VIP and VIP amenities
- CO4 - Perform cleaning of various metals, glasses and stones etc.
- CO5 - Monitor the house keeping activities using technology enabled online and offline mode

**IV. TEACHING-LEARNING & ASSESSMENT SCHEME**

Course Code	Course Title	Abbr	Course Category/s	Learning Scheme					Credits	Paper Duration	Assessment Scheme										Total Marks
				Actual Contact Hrs./Week			SLH	NLH			Theory	Based on LL & TL		Based on SL	Total						
				CL	TL	LL						Practical									
							FA-TH	SA-TH			Total	FA-PR	SA-PR	SLA							
Max	Max	Max	Min	Max	Min	Max	Min	Max	Min												
321315	BASIC HOUSEKEEPING	BHK	DSC	3	-	2	1	6	3	3	30	70	100	40	25	10	25#	10	25	10	175

**BASIC HOUSEKEEPING****Course Code : 321315****Total IKS Hrs for Sem. : 0 Hrs**

Abbreviations: CL- ClassRoom Learning , TL- Tutorial Learning, LL-Laboratory Learning, SLH-Self Learning Hours, NLH-Notional Learning Hours, FA - Formative Assessment, SA -Summative assessment, IKS - Indian Knowledge System, SLA - Self Learning Assessment

Legends: @ Internal Assessment, # External Assessment, \*# On Line Examination , @\$ Internal Online Examination

Note :

1. FA-TH represents average of two class tests of 30 marks each conducted during the semester.
2. If candidate is not securing minimum passing marks in FA-PR of any course then the candidate shall be declared as "Detained" in that semester.
3. If candidate is not securing minimum passing marks in SLA of any course then the candidate shall be declared as fail and will have to repeat and resubmit SLA work.
4. Notional Learning hours for the semester are (CL+LL+TL+SL)hrs.\* 15 Weeks
5. 1 credit is equivalent to 30 Notional hrs.
6. \* Self learning hours shall not be reflected in the Time Table.
7. \* Self learning includes micro project / assignment / other activities.

**V. THEORY LEARNING OUTCOMES AND ALIGNED COURSE CONTENT**

Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
1	TLO 1.1 Describe the areas covered by housekeeping department in hotels TLO 1.2 Outline the organization structure of housekeeping in a hotel TLO 1.3 State the attributes of housekeeping staff	<b>Unit - I Role of Housekeeping Department</b> 1.1 Importance of housekeeping, Scope of housekeeping in allied sectors (Hospitals, hostels, railways, airlines and airports, cruise liners, corporate offices etc.), Functions and Role of Housekeeping in hotels, Area of responsibilities of housekeeping department in hotels 1.2 Organizational structure of housekeeping department in small, medium and large hotel 1.3 Personal attributes of housekeeping staff	Presentations Case Study
2	TLO 2.1 Draw the layout of sections of Housekeeping department TLO 2.2 Describe the details of service room used by Guest Service Associates TLO 2.3 Illustrate the layout of various rooms in hotels TLO 2.4 Enumerate the duties and responsibilities of housekeeping staff	<b>Unit - II Sections in Housekeeping department</b> 2.1 Subdivisions of Housekeeping department 2.2 Layout of Housekeeping departments in small medium and large hotel , Guest Service Associate Service Room/Floor Pantry: Location of GSA room, Layout of GSA room, Layout of various guest rooms available in hotel 2.3 Duties and responsibilities of Housekeeping Staff: Executive Housekeeper, Desk Control Supervisor, Floor /Public Area Supervisors, Room attendants, House porters 2.4 Coordination of housekeeping with major departments of the hotel	Video Demonstrations Presentations

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Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
3	<p>TLO 3.1 Describe the principles of cleaning in given area</p> <p>TLO 3.2 Select and set up suitable cleaning equipment and agents for cleaning surfaces</p> <p>TLO 3.3 Prepare a list of the guest supplies and amenities placed in guest room</p>	<p><b>Unit - III House Keeping Inventories</b></p> <p>3.1 Principles, reason, standards of cleaning, and cleaning techniques (sweeping, mopping, scrubbing, dusting, suction cleaning, polishing, laundering etc.)</p> <p>3.2 Classification of Cleaning Equipment, Selection of cleaning equipment, Care, storage, distribution and control of cleaning equipment, New trends in cleaning equipment's, Cleaning Agents: Selection of cleaning Agents, Common cleaning Agents, Ecofriendly cleaning agents, Polishes and floor seals, Storage of cleaning agents</p> <p>3.3 Guest Supplies and Amenities-Standard contents and their placements, VIP and VVIP amenities, Replenishment. Guest special Requirement</p>	<p>Video Demonstrations</p> <p>Flipped Classroom</p> <p>Role Play</p>
4	<p>TLO 4.1 Enumerate care and cleaning of Metals: Brass, Copper, Silvers, Bronze, Aluminium and Steel with Protective finishes.</p> <p>TLO 4.2 Describe the care and cleaning of Glasses, Plastic Ceramics Wood and allied surface with protective finishes</p> <p>TLO 4.3 Illustrate the care and cleaning of Stone - marbles, granite carpets. Rexene, leather and rubber</p>	<p><b>Unit - IV Cleaning Science</b></p> <p>4.1 Care and Cleaning of Metals: Brass, Copper, Silvers, Bronze, Aluminium and Steel with Protective finishes</p> <p>4.2 Care and Cleaning of Glasses, Plastic Ceramics Wood and allied surface with protective finishes</p> <p>4.3 Care and Cleaning of Stone - marbles, granite carpets. Rexene, leather and rubber</p>	<p>Site/Industry Visit</p> <p>Video Demonstrations</p> <p>Hands-on</p>
5	<p>TLO 5.1 Practice the desk control operations in housekeeping</p> <p>TLO 5.2 Identify various forms of records and registers used at control desk.</p> <p>TLO 5.3 Familiarize the various keys used in housekeeping</p> <p>TLO 5.4 Describe the lost and found procedure.</p>	<p><b>Unit - V House Keeping Control Desk</b></p> <p>5.1 Importance of desk control in housekeeping, Functions of desk control in housekeeping, Use of technology in housekeeping</p> <p>5.2 Forms, records, registers used in housekeeping - Key control register/ forms, Log book, Staff placement registers, Maintenance registers, Memo book, Room status registers, Discrepancy report, Sops book, Departure register, Babysitting register, Guest message register</p> <p>5.3 Types of keys used in housekeeping -Electronic key card system, Key control: Registers, forms, Loss of Keys, Emerging trends of keys used in hotels.</p> <p>5.4 Lost and found procedures for Lost and Found Articles, Records and registers maintained for lost and found procedures</p>	<p>Flipped Classroom</p> <p>Role Play</p> <p>Video Demonstrations</p>

**VI. LABORATORY LEARNING OUTCOME AND ALIGNED PRACTICAL / TUTORIAL EXPERIENCES.**

MSBTE Approval Dt. 09/08/2023

Semester - 1, K Scheme

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<b>Practical / Tutorial / Laboratory Learning Outcome (LLO)</b>	<b>Sr No</b>	<b>Laboratory Experiment / Practical Titles / Tutorial Titles</b>	<b>Number of hrs.</b>	<b>Relevant COs</b>
LLO 1.1 Identify the working staff of Housekeeping department	1	Manpower working in housekeeping department in hotel (Observe videos)	2	CO1
LLO 2.1 Plan Guest Room Associate service room	2	Design a layout of housekeeping department and Guest Room Associate service room as per the size of hotel assigned by faculty	2	CO2
LLO 3.1 Select different cleaning techniques as per surfaces	3	Cleaning techniques used in housekeeping services- sweeping, mopping, scrubbing, swabbing, dusting, suction cleaning, washing, rinsing, polishing, buffing (Watch the videos related to surfaces and cleaning techniques)	2	CO1 CO3
LLO 4.1 Identify manual and mechanical cleaning equipment LLO 4.2 Select the cleaning equipment used in various cleaning techniques used	4	Cleaning equipment and techniques(Observe videos and report)	2	CO2 CO3
LLO 5.1 Handling of cleaning equipment as per cleaning techniques	5	Exhibit sweeping, dusting, mopping, scrubbing, suction techniques on given surfaces	2	CO2 CO3 CO4
LLO 6.1 Use of guest of supplies and amenities in guest room	6	Guest supplies and amenities for various types of guest and room (Watch the video and report )	2	CO2 CO3 CO4
LLO 7.1 Handle the task for cleaning and polishing in hotel surfaces	7	Perform tasks for cleaning and polishing for following surfaces in hotel Metals - Brass, silver, bronze, copper, steel, aluminium	2	CO2 CO3 CO4
LLO 8.1 Handling tasks for cleaning and polishing for following surfaces in hotel	8	Perform tasks for cleaning and polishing for following surfaces in hotel Glass - window glass panes, mirrors, shower cubicles Wooden and laminated, Leather, Rexene, rubberg surfaces in hotel	2	CO2 CO3 CO4
LLO 9.1 Handle the task of care and cleaning surfaces in hotel	9	Perform tasks for cleaning and polishing for following surfaces in hotel Ceramic and dado Stones- marble and granite	2	CO2 CO3 CO4
LLO 10.1 Demonstrate the responsibilities of Housekeeping Desk Control supervisor	10	Role play as Desk control supervisor at the Housekeeping control desk	2	CO1 CO5
LLO 11.1 Illustrate the use of records , registers and formats used at Control Desk	11	Update the records, registers at the desk control (Manually and using software system)	2	CO1 CO5
LLO 12.1 Handling keys used in housekeeping department	12	Perform role-play for issuing and control keys, records maintained, Losing of keys procedure	2	CO1 CO5
LLO 13.1 Demonstrate the lost and found procedure	13	Perform the role play of handling lost and found articles procedures	2	CO2 CO5

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<b>Practical / Tutorial / Laboratory Learning Outcome (LLO)</b>	<b>Sr No</b>	<b>Laboratory Experiment / Practical Titles / Tutorial Titles</b>	<b>Number of hrs.</b>	<b>Relevant COs</b>
LLO 14.1 Plan the process for housekeeping procedure	14	Execute a cleaning routine for the public area assigned by faculty	2	CO1 CO2 CO3 CO4
LLO 15.1 Handle the entire process carried out at Housekeeping desk control	15	Execute the task performed at Housekeeping desk control Desk control Supervisor, Guest Room attendants Floor Supervisor	2	CO1 CO2 CO5
<b>Note : Out of above suggestive LLOs -</b> <ul style="list-style-type: none"> <li>• '*1 Marked Practicals (LLOs) Are mandatory.</li> <li>• Minimum 80% of above list of lab experiment are to be performed.</li> <li>• Judicial mix of LLOs are to be performed to achieve desired outcomes.</li> </ul>				

## **VII. SUGGESTED MICRO PROJECT / ASSIGNMENT/ ACTIVITIES FOR SPECIFIC LEARNING / SKILLS DEVELOPMENT (SELF LEARNING)**

### **Micro project**

- Prepare a model of guest room supplies and amenities placed in guest room
- Inspect your respective hotel management institute and frame the operating procedure report on the cleaning of public areas and present
- Search on search engines for manual and mechanical cleaning equipment's with their brand names and prices and submit a report
- Conduct market survey in your city for cleaning agents with their brand names and prices used in housekeeping and present to the class
- Visit a 3 star or 5 star hotel in the city for awareness on model guest room and accessories used or kept in guest room
- Prepare a report by taking case study to classify the cleaning method used in cleaning guest rooms ( faculty can send to hotel, show video/pictures etc.)
- Sketch and explain to class the layout of housekeeping department and maid service room as per size of hotel assigned
- Conduct market survey in your city for ecofriendly cleaning agents with their brand names and prices used in housekeeping and present to the class
- Perform street play to demonstrate the importance of cleanliness to college students, public. Record and upload on social media

### **Assignment**

- Visit a 3 star or 5 star hotel in the city for awareness on machineries tools, accessories etc. Prepare a report of the same
- Frame the duties and responsibilities of housekeeping staff for types ,categories of hotel
- Collect the information on guest room supplies and amenities suppliers with their address
- Visit hotels in your city for the layout of guest rooms and prepare a report

## **VIII. LABORATORY EQUIPMENT / INSTRUMENTS / TOOLS / SOFTWARE REQUIRED**

<b>Sr.No</b>	<b>Equipment Name with Broad Specifications</b>	<b>Relevant LLO Number</b>
1	Housekeeping control desk , Wooden furniture with cabinets Dimension 3ftx21/2 ft	11,12,13,14,15

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Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
2	Refrigerator Specifications: Capacity: 42 Liter Direct Cool Single Door Built in Door Lock	2
3	Dry Vacuum Cleaner Capacity-15 L Carpet Sweeper 12" Recharge able Mop Long hand mop with head Mop squeezer Capacity- 24 liter i Single Bucket Heavy Duty Plastic Wringer Trolley Bucket Mop Bucket Trolley Dry Mop 24" Head SS Trolley Custom Made Guest service Associate trolley Hand Brush 28.5 cm Toilet Brush 42 cm Feather brush Broom Hard and soft Dust pan With cover, heavy duty Glass Wiper Window Glass Cleaner Floor Squeegees Cleaning clo	3,4,5,6,7,8,9,10
4	Box sweeper	4,5,6
5	Janitorial cart with loading capacity up to 50 kg	3,4,5,6

**IX. SUGGESTED WEIGHTAGE TO LEARNING EFFORTS & ASSESSMENT PURPOSE (Specification Table)**

Sr.No	Unit	Unit Title	Aligned COs	Learning Hours	R-Level	U-Level	A-Level	Total Marks
1	I	Role of Housekeeping Department	CO1	6	0	6	4	10
2	II	Sections in Housekeeping department	CO1,CO2	8	4	4	4	12
3	III	House Keeping Inventories	CO2,CO3	14	8	4	10	22
4	IV	Cleaning Science	CO3,CO4	10	4	6	6	16
5	V	House Keeping Control Desk	CO1,CO5	7	4	0	6	10
<b>Grand Total</b>				<b>45</b>	<b>20</b>	<b>20</b>	<b>30</b>	<b>70</b>

**X. ASSESSMENT METHODOLOGIES/TOOLS****Formative assessment (Assessment for Learning)**

- Mid term tests Rubrics for COs Assignment, Self-learning and Terms work Seminar/Presentation
- Mid term tests rubrics for COs Assignment, Self-learning and Terms work Seminar/Presentation

**Summative Assessment (Assessment of Learning)**

- End of Term Examination Viva-voce Lab. performance

**XI. SUGGESTED COS - POS MATRIX FORM**

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Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes* (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	1	1	2	2	2	1	1			
CO2	2					2	2			
CO3	3	2		3	3	2	2			
CO4	3	2		2	2	2	1			
CO5	3	2	2	2		2	2			

Legends :- High:03, Medium:02,Low:01, No Mapping: -  
\*PSOs are to be formulated at institute level

**XII. SUGGESTED LEARNING MATERIALS / BOOKS**

Sr.No	Author	Title	Publisher with ISBN Number
1	Sudhir Andrews	Hotel House Keeping Training Manual	Tata McGraw Hills publication Co. Ltd. New Delhi ISBN-10: 0074515144; ISBN-13: 978-0074515143 ...
2	S.K.Kaushal ,S.N. Gautam	Accommodation Operations and Management	Frank Bros. & Co. Ltd. 4675 – A, Ansari Road,21 Daryaganj, NewDelhi ISBN-10: 8184090730; ISBN-13: 97
3	G. Raghubalan, Smriti Raghubalan	Hotel Housekeeping Operations and Management	Oxford Higher Education ISBN10-19-9451746 4th Edition
4	Robert J. Martin	Professional Management of Housekeeping Operations	John Wiley and Sons Inc 605 3rd Avenue New York ISBN 10: 0471198625
5	Joan Branson	Hotel, Hostel and Housekeeping	Edward Arnold ltd. 41bedford square squareLondon ISBN-10: 0340525185

**XIII. LEARNING WEBSITES & PORTALS**

Sr.No	Link / Portal	Description
1	<a href="http://www.cleanhygiene.com">www.cleanhygiene.com</a>	will enhance the knowledge of housekeeping
2	<a href="https://setupmyhotel.com/train-my-hotel-staff/hk/789-housekeeping.html">https://setupmyhotel.com/train-my-hotel-staff/hk/789-housekeeping.html</a>	link
3	e-PGPathshala	portal
4	<a href="https://bwhotelier.businessworld.in/">https://bwhotelier.businessworld.in/</a>	e magazines
5	<a href="https://www.hotelierindia.com/">https://www.hotelierindia.com/</a>	e magazines