

**FOUNDATION OF HOUSEKEEPING OPERATIONS****Course Code : 322323**

**Programme Name/s : Hotel Management & Catering Technology**  
**Programme Code : HM**  
**Semester : Second**  
**Course Title : FOUNDATION OF HOUSEKEEPING OPERATIONS**  
**Course Code : 322323**

**I. RATIONALE**

Housekeeping is the pillar of hotel industry and guestrooms are the main product of any hotel which are highly perishable product. Guests appraise comfort, safety and security during their stay in hotel and therefore successful housekeeping needs systematic planning to conduct daily routines of the housekeeping operations. Thus, this course will develop skills to clean and upkeep practices adopted in hotels and allied sectors. Also students will acquire the operational skills of the various sections involved in housekeeping operations viz. linen room, uniform and sewing room.

**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: Operate the day to day activities in various sections of housekeeping.

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

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

- CO1 - Supervisory activities and operational procedures carried out in various shifts in housekeeping department
- CO2 - Inspect the servicing procedures for various guest rooms in hotel
- CO3 - Execute and supervise the cleaning tasks for the different public areas in hotels
- CO4 - Organise linen and uniform room
- CO5 - Perform the activities adhered in uniform and sewing room

**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								
				CL	TL	LL						Practical		SLA								
				FA-TH	SA-TH	Total	FA-PR	SA-PR				SLA										
Max	Max	Max	Min	Max	Min	Max	Min	Max	Min													
322323	FOUNDATION OF HOUSEKEEPING OPERATIONS	FHKO	DSC	3	-	2	1	6	3	3	30	70	100	40	25	10	25#	10	25	10	175	

**Total IKS Hrs for Sem. : 4 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	<p>TLO 1.1 Describe the importance of daily routine systems in housekeeping department in hotels</p> <p>TLO 1.2 Outline the operational activities accomplished in various shifts of housekeeping in a hotel</p> <p>TLO 1.3 State the role of housekeeping staff in night shift</p> <p>TLO 1.4 Elaborate the role of various supervisors in housekeeping department</p> <p>TLO 1.5 Prepare a module of the most commonly neglected areas in guest rooms</p>	<p><b>Unit - I Daily Routine Systems and Supervision in Housekeeping</b></p> <p>1.1 Importance of daily routine systems, Housekeeping day,Opening the house</p> <p>1.2 Morning,Afternoon/ Evening Shift-Briefing,Room Assignments,Handover of keys,Readying the cart,Room status check ,Public Area assignments, DND procedure, Closing tasks, Reporting and handover, Debriefing and going off duty</p> <p>1.3 Night shift-Role of Night Supervisor,Guest Room Associate,and Public Area Associate</p> <p>1.4 Supervision in Housekeeping-Role of a Supervisor,Supervisory posts,General duties of a Supervisor</p> <p>1.5 Specific functions of Supervisors-Public area inspection,Guest rooms inspections,checklist,reports and records,Inspection of VIP rooms ,Inspection modules for commonly neglected areas, Handling complaints,Wowing the guests</p>	<p>Video Demonstrations</p> <p>Role Play</p> <p>Collaborative learning</p>

## FOUNDATION OF HOUSEKEEPING OPERATIONS

Course Code : 322323

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.
2	<p>TLO 2.1 Identify the room status codes and guest floor reportables</p> <p>TLO 2.2 Illustrate the organisation and frequency of cleaning</p> <p>TLO 2.3 Describe the step wise procedure for giving services to guest room</p> <p>TLO 2.4 Manage minibars in guest rooms</p> <p>TLO 2.5 Enumerate the practices followed for closing down tasks after cleaning</p>	<p><b>Unit - II Servicing of Hotel Guest Rooms</b></p> <p>2.1 Importance of the guest rooms, Guest room status ,Rules of the house, Guest floor reportables, Guest corridors</p> <p>2.2 Cleaning Principles and organisations, types and nature of soil,frequency of cleaning, organisation of cleaning , deep cleaning and spring cleaning projects , features that ease cleaning</p> <p>2.3 Servicing of Guest Rooms and bathrooms -Preparing to service guest rooms, Entering procedure in guest rooms ,Bed Making procedure(Traditional and Modern), Daily servicing of guest rooms-Stay over, Checkout/Departure/On change rooms ,VIP rooms ,Under repair rooms , Turn down service, Second service, Servicing of guest bathroom ,Replenishment of guestroom and bathroom supplies and amenities</p> <p>2.4 Mini Bar Management, Minibar contents,Issuing,stocking,replenishment of mini bar items</p> <p>2.5 Closing down after cleaning ,System for recycling used guest supplies</p>	<p>Video Demonstrations Chalk-Board Hands-on Site/Industry Visit</p>
3	<p>TLO 3.1 Execute and supervise the cleaning tasks for the different public areas in hotels</p>	<p><b>Unit - III Cleaning of Public Areas</b></p> <p>3.1 Significance of cleaning public areas, Entrances-Lobbies, front desk, elevators, staircase, guest corridors</p> <p>3.2 Public Area Restrooms,Banquet halls ,Restaurants and Dining areas,Leisure and Recreation and areas,,Swimming pools,Spas and Changing Rooms</p>	<p>Video Demonstrations Case Study</p>
4	<p>TLO 4.1 Classify different types of fibers</p> <p>TLO 4.2 Draw the layout of linen and uniform room</p> <p>TLO 4.3 Establish the par stock of linen for a given hotel operations</p> <p>TLO 4.4 Describe the selection criteria for fabrics used for bed and bath linen</p>	<p><b>Unit - IV Fabrics and Linen Room</b></p> <p>4.1 Textile terminology,Classification of fibres-source based,length and content based , Textile finishes,History and ethnic textiles of India,(IKS) Use of textiles in Hotels</p> <p>4.2 Linen room operations-Job description of linen and uniform supervisor, linen room organization,activities in the linen and uniform room,planning the the linen and uniform room ,layout of the linen and uniform,storage of linen</p> <p>4.3 Establish the par stock of linen for a given hotel operationsLinen exchange-Room linen,restaurant linen exchange procedure, Par stock and Linen control</p> <p>4.4 Linen Quality and Life span-Selection criteria for fabrics,bed linen and bath linen ,restaurant linen,linen lifespan,Tagging of linen,Discards and uses of linen,linen hire</p>	<p>Flipped Classroom Video Demonstrations Role Play</p>
5	<p>TLO 5.1 En numerate the emerging trends in uniforms</p> <p>TLO 5.2 Utilize the sewing equipment's and accessories</p>	<p><b>Unit - V Uniforms and Sewing room</b></p> <p>5.1 Importance of uniforms in hotels,advantages of providing staff uniforms,selection and design of uniforms,uniform management in hotels,establishing parlevels of uniforms,storage of uniforms ,Issuing and exchange of uniforms ,trends in hotel uniforms</p> <p>5.2 Job description and specification of seamstress/tailor, activities in sewing rooms, sewing area,sewing equipment's and accessories</p>	<p>Role Play Hands-on</p>

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

Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 1.1 Identify and prepare the daily routine systems in various shifts in housekeeping LLO 1.2 Demonstrate the supervisory functions	1	Watch the video and demonstration on daily routine and supervision of guest rooms and public areas in various shifts*	2	CO1
LLO 2.1 Plan the daily routine systems of operations in housekeeping for morning and afternoon shift	2	Roleplay as a Desk Control/floor/public area supervisor for daily routines*	2	CO1
LLO 3.1 Prepare for the work as per assigned floor areas and enter the guest room as per room status	3	Practice Servicing of guest rooms - Room assignments,Ready the cart and Entering procedure of the room *	2	CO1 CO2
LLO 4.1 Prepare beds by conventional and modern techniques	4	Hands on practicing day and evening guest beds by using techniques *	2	CO2
LLO 5.1 Handle the servicing process for guest room and bathroom as per the room status	5	Perform servicing tasks in the given room status guest room and bathrooms (Stayover,Departure,Vacant ,)*	2	CO1 CO2
LLO 6.1 Handling and replenishing of guest room mini bar	6	Role play as guest room associate to manage minibar in guest rooms using checklists and replenishment of guest supplies and amenities *	2	CO1 CO2
LLO 7.1 Identify the different origami placed in guest room	7	Watch the videos and demonstrations of towel origami and hot and cold towels used in guest room and public areas	2	CO2
LLO 8.1 Plan the towel origami for various guests	8	Create the creative art towel origami and sustainable material for different types of guest with their placement in guest room *	2	CO1 CO2
LLO 9.1 Demonstrate the supervisory skills for inspections of guest rooms LLO 9.2 Identify the dirty dozen areas	9	Role play the supervisory functions for inspecting guest rooms and update the inspection checklist Observe and plan the modules for dirty dozens area *	2	CO1 CO2
LLO 10.1 Plan and inspect the cleaning process according to various areas assigned	10	Execute and inspect the cleaning routines for the public areas assigned by faculty	2	CO1 CO3
LLO 11.1 Plan the linen room	11	Design the layout of linen and uniform room as assigned by faculty (size, category,location, functional areas,and number of employees)*	2	CO1 CO2 CO4

**FOUNDATION OF HOUSEKEEPING OPERATIONS****Course Code : 322323**

<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 12.1 Plan the par stock of linen to be maintained in linen room LLO 12.2 Demonstrate the linen room supervisor skills for linen purchases	12	Calculate the parstock of linen of given bedand bath linen for given number of hotel guest rooms with location of hotels and on premises/off premises laundry and calculate life span of linen*	2	CO1 CO2 CO3 CO4
LLO 13.1 Handle the linen room operations	13	Role play as Linen room supervisor for various activities performed in Linen room with the aid of various documentation records and registers and forms* a. Linen exchange procedure b.Linen control	2	CO1 CO2 CO3 CO4
LLO 14.1 Handle the activities conducted in sewing room operations	14	Identify types and parts of sewing machines and hands on practice on sewing machines* Practice the basic hand stitches -temporary ,permanent and edge finishing * Stitch various fasteners * Monogramming of hotel logo with embroidery stitches*	2	CO2 CO4 CO5
LLO 15.1 Plan and execute the uniforms designing with costing LLO 15.2 Identify the fabrics for uniform	15	Design the staff uniform for luxury hotel with detailed report on all the aspects while designing and provide costing for the uniforms as well fabrics recommended*	2	CO1 CO4 CO5
LLO 16.1 Plan and inspect the servicing process for guest rooms	16	Execute a servicing routine for stay over rooms with towel origami and inspect the guest rooms*	2	CO1 CO2 CO3 CO4 CO5

**Note : Out of above suggestive LLOs -**

- '\*' Marked Practicals (LLOs) Are mandatory.
- Minimum 80% of above list of lab experiment are to be performed.
- Judicial mix of LLOs are to be performed to achieve desired outcomes.

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

- Perform the street play to aware local people in your city for water conservation and save electricity
- Prepare sustainable guest room supplies and amenities and present in a class

**Micro project**

**FOUNDATION OF HOUSEKEEPING OPERATIONS****Course Code : 322323**

- Design and create the tent cards and placards to sensitize the guests for sustainability goals adopted by your hotel (eco friendly practice's water conservation , no linen change for stay over rooms, save electricity)
- Develop the daily routine systems for the housekeeping staff of your college of specific areas assigned by faculty
- Search on search engines for types of guest rooms in various hotels as per location and size and category at least two each and draw the layouts of the same and report with placement of guest room supplies and amenities
- Prepare a report on emerging Eco friendly trends in cleaning material used in hotels and prepare any one ecofriendly cleaning agents with its preparation method minimum 100 ml quantity
- Prepare a report on documents framed for reports, registers and forms used by various supervisors of housekeeping department
- Search on search engines the latest trends on bed and bath linen in hotels
- Develop a detailed inspection checklist for VIP rooms and any 3 public areas
- Prepare a report on the fabrics recommended for various furnishings in hotel
- Conduct a hotel survey in your city for the linen material used with their thread counts,gsm and cost of them and present to the class
- Prepare a report by taking case study to understand the cleaning procedures adopted in local hotels and suggest a remedial measures they can adopt with respect to eco friendly cleaning agents and procedures Present it to class
- Visit fabrics showroom in your city ,identify the fabrics and recommend them for staff uniforms and prepare a report on the same and present to class

**Assignment**

- Prepare a report on bed and bath linen with their sizes
- Collect the information from hospitality magazines about the companies /agencies supplying linen and uniforms in hotels with their address ,contact number and website details
- Prepare a report on the vendors providing guest room amenities and supplies with their address ,contact number and website details
- Present to class ,types of sewing machines with their companies names and cost
- Prepare a report on various sizes and materials of linen used in hotels
- Mr X Y Z is the public area associate for the shift.List down the techniques,equipment s and chemicals NR X Y Z would require during the night shift extensive cleaning

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

Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
1	Housekeeping control desk,Wooden furniture with cabinets Dimension 3 ft x 21/2 ft	All
2	Mini Refrigerator : Capacity 42 liter Direct cool Single Door Built in Door lock	4,5,6,7,16
3	Dry Vacuum Cleaner Capacity 15 L,Carpet Sweeper 12"Re changeable,Mop Long hand mop with head ,Mop squeezer Capacity-24 L,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,Feather Brush42 cm,Broom Hard and soft, Dust pan with cover,heavy duty,Glass wiper window glass cleaner, Floor squeegee, Cleaning cloths Box Sweeper ,hand caddy,Janitorial Cart with loading capacit	All
4	Wooden King size bed with size 6 x 61/2 feet with mattress and pillows	5,6,7,16
5	Furniture-sofa,writing table,coffee table,luggage rack, bed side table,wardrobe,	6,7,8

**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
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**FOUNDATION OF HOUSEKEEPING OPERATIONS****Course Code : 322323**

Sr.No	Unit	Unit Title	Aligned COs	Learning Hours	R-Level	U-Level	A-Level	Total Marks
1	I	Daily Routine Systems and Supervision in Housekeeping	CO1,CO2,CO3,CO4	8	2	6	4	12
2	II	Servicing of Hotel Guest Rooms	CO1,CO2,CO3,CO4,CO5	12	6	4	8	18
3	III	Cleaning of Public Areas	CO1,CO2,CO3	8	2	0	8	10
4	IV	Fabrics and Linen Room	CO2,CO3,CO4	12	8	6	4	18
5	V	Uniforms and Sewing room	CO1,CO2,CO3,CO4,CO5	5	2	4	6	12
<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)**

- Each practical will be assessed 60%weight age to process and 40%weight age to final product

**Summative Assessment (Assessment of Learning)**

- End of Term Examination (Lab performance, Viva voce)

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

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	2	2	2	2	1	2			
CO1	1	2	2	2	2	1	2			
CO2	1	2	3	3	3	2	2			
CO2	1	2	3	3	3	2	2			
CO3	2	2	3	2	3	2	2			
CO3	2	2	3	2	3	2	2			
CO4	1	2	2	2	2	-	2			
CO4	1	2	2	2	2	-	2			
CO5	1	1	2	2	-	-	1			
CO5	1	1	2	2	-	-	1			

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
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**FOUNDATION OF HOUSEKEEPING OPERATIONS****Course Code : 322323**

<b>Sr.No</b>	<b>Author</b>	<b>Title</b>	<b>Publisher with ISBN Number</b>
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, New Delhi ISBN-10: 8184090730; ISBN-13: 9
3	G. Raghubalan,Smritee Raghubalan	Hotel Housekeeping Operations and Management	Oxford Higher Education ISBN10-19-9451746 Fourth Edition
4	Joan Branson	Hotel, Hostel and Housekeeping	Edward Arnold ltd. 41 bed ford square square London ISBN-10: 0340525185
5	Robert J. Martin	Professional Management of Housekeeping Operations	John Wiley and Sons Inc 605 3rd Avenue New York ISBN 10: 0471198625

**XIII . LEARNING WEBSITES & PORTALS**

<b>Sr.No</b>	<b>Link / Portal</b>	<b>Description</b>
1	<a href="http://www.cleanhygiene.com">www.cleanhygiene.com</a>	e magazines
2	<a href="http://www.cleanhygiene.com">www.cleanhygiene.com</a>	e magazines
3	e-pathshala <a href="https://epgp.inflibnet.ac.in/">https://epgp.inflibnet.ac.in/</a>	Educational Portal
4	<a href="https://setupmyhotel.com/">https://setupmyhotel.com/</a>	link for watching videos for training
5	<a href="https://www.cleanindiajournal.com/">https://www.cleanindiajournal.com/</a>	e magazines
6	<a href="https://bwhotelier.businessworld.in/">https://bwhotelier.businessworld.in/</a>	e magazines

**MSBTE Approval Dt. 29/11/2023****Semester - 2, K Scheme**