

**Syllabus For HOUSEKEEPING SUPERVISOR**

<b>Course Name</b>	<b>HOUSEKEEPING SUPERVISOR</b>
<b>Sector</b>	<b>TOURISM &amp; HOSPITALITY</b>
<b>Course Code</b>	<b>THC/2023/HOSU/176</b>
<b>Level</b>	<b>4 (RPL)</b>
<b>Occupation</b>	<b>HOUSEKEEPING SUPERVISOR</b>
<b>Course Duration</b>	<b>Total Duration 99Hrs (T- 45 , P-54 )</b>
<b>Trainees' Entry Qualification</b>	<b>Class 10th Pass with 5 years experience in the relevant field</b>
<b>Trainers Qualification</b>	<b>Degree / Diploma in Hotel Management / Tourism with 5 years' experience in relevant field.</b>

<b>Module no.</b>	<b>Module Name</b>	<b>Theory Duration(Hrs)</b>	<b>Practical Duration(Hrs)</b>	<b>Total Duration(Hrs)</b>
<b>1</b>	<b>Introduction to Housekeeping Industry and Housekeeping Supervisor</b>	<b>2</b>	<b>--</b>	<b>2</b>
<b>2</b>	<b>Monitor and Train Housekeeping Staff</b>	<b>6</b>	<b>8</b>	<b>14</b>
<b>3</b>	<b>Perform Inventory Management for Housekeeping Operations</b>	<b>5</b>	<b>7</b>	<b>12</b>
<b>4</b>	<b>Prepare for Housekeeping Operations</b>	<b>6</b>	<b>8</b>	<b>14</b>
<b>5</b>	<b>Monitor Housekeeping Activities</b>	<b>5</b>	<b>6</b>	<b>11</b>
<b>6</b>	<b>Perform Administrative Duties</b>	<b>5</b>	<b>6</b>	<b>11</b>
<b>7</b>	<b>Promote Effective Communication and Service Standard</b>	<b>6</b>	<b>8</b>	<b>14</b>
<b>8</b>	<b>Organizational Confidentiality and Guest's Privacy</b>	<b>4</b>	<b>1</b>	<b>5</b>
<b>9</b>	<b>Monitor Health and Safety Standard</b>	<b>6</b>	<b>10</b>	<b>16</b>
	<b>Total</b>	<b>45</b>	<b>54</b>	<b>99</b>

**SYLLABUS:****Module 1: Introduction to Housekeeping Industry and Housekeeping Supervisor****Bridge Module****Terminal Outcomes:**

- Define the roles and responsibilities of a Housekeeping Supervisor
- Explain the scope of work for a Housekeeping Supervisor

<b>Duration:</b> (02:00 hrs.)	<b>Duration:</b> (00:00 hrs.)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>☐ Discuss the objectives and benefits of the Skill India Mission</li> <li>☐ Describe the Tourism and Hospitality Industry and its sub-sectors</li> <li>☐ Elaborate the hierarchy of Hotel of small, medium and large establishments</li> <li>☐ Discuss the job role and job opportunities as a Housekeeping Supervisor in the Tourism and Hospitality Industry</li> <li>☐ Explain basic terminologies used in Hotel Industry</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Monitor and Train Housekeeping Staff

Mapped to NOS/N0242 v 2.0

### Terminal Outcomes:

- Employ appropriate procedure to schedule and roster the manpower as required for Housekeeping operations
- Describe the staff performance and attendance monitoring procedures
- Perform team management and manpower hiring activities
- Perform the activities of planning, implementing and organizing the training sessions for the Housekeeping staff
- Apply appropriate practices to maintain related records and reports

<b>Duration:</b> (06:00 hrs.)	<b>Duration:</b> (08:00 hrs.)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Explain the significance and procedures of staff scheduling and rostering for Housekeeping duties</li> <li>● Discuss the factors to be considered while planning the staff roster</li> <li>● Describe the methods to monitor the performance and attendance of the staff</li> <li>● Elaborate the techniques of resource management and conflict management</li> <li>● Discuss the importance and procedure of effective team management and staff training</li> <li>● Explain the types of records and reports to be maintained by the Housekeeping Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>● Employ appropriate practices to ensure availability of adequate Housekeeping staff</li> <li>● Apply appropriate practices to arrange for backup in case of unplanned leaves of any employee</li> <li>● Prepare a sample duty roster for the housekeeping staff &amp; Prepare a sample staff attendance record</li> <li>● Show how to check for staff workload, assist them to prioritize their workload according to the requirement, and evaluate their performance</li> <li>● Employ appropriate practices to identify the training needs and implementing the training plan</li> <li>● Dramatize a situation on resolving conflicts and escalation of tough issues to the Senior</li> <li>● Show how to prepare and maintain sample reports</li> </ul>

	<p>regarding work hours, payrolls, and other employee information</p>
<p><b>Classroom Aids</b></p>	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	

**Module 3: Perform Inventory Management for Housekeeping Operations**

Mapped to NOS/N0242 v 2.0

**Terminal Outcomes:**

- Describe the inventory management and stock rotation procedure for the Housekeeping material and supplies
- Apply appropriate knowledge and skills for storing and maintaining various tools, equipment, and other Housekeeping materials
- Apply appropriate practices to maintain PAR Stock level for the Housekeeping pantry
- Perform the activities to maintain monthly inventory record

<b>Duration:</b> (05.00 hrs.)	<b>Duration:</b> (07.00 hrs.)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Discuss the inventory management process for Housekeeping supplies</li> <li>● Explain the importance of checking the quantity of the received stock against the requisition of the Housekeeping material</li> <li>● Describe the stock rotation method &amp; discuss the significance of proper storage, maintenance, and upkeep of Housekeeping material, tools, and other equipment</li> <li>● Elaborate the procedure of maintaining the PAR Stock level for Linen and discard percentage</li> <li>● Explain the use of inventory record in Housekeeping</li> </ul>	<ul style="list-style-type: none"> <li>● Employ appropriate practices to estimate the daily/weekly cleaning material requirement</li> <li>● prepare a sample requisition form to procure the stock from the store</li> <li>● Demonstrate the procedure of stock rotation for Housekeeping materials, linen and other consumable stock and returning the old stock for reprocessing</li> <li>● Prepare a sample stock record for the inventory items</li> <li>● Employ appropriate inspection method to ensure proper storage, upkeep as well as maintenance of Housekeeping material, supplies, tools and equipment</li> <li>● Show how to maintain PAR Stock level of Linen and other consumables at Housekeeping pantry</li> <li>● Prepare a sample inventory record</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample requisition form, Sample stock record, Different cleaning equipment, Different linen and	

cleaning material, Sample inventory report
--

#### Module 4: Prepare for Housekeeping Operations

Mapped to NOS/N0243 v 2.0

#### Terminal Outcomes:

- Describe the procedures to plan and manage various Housekeeping resources
- Perform the procedure of preparing a material indent sheet
- Explain how to collect various Housekeeping requirements and distribute the same to the staff for Housekeeping operations
- Explain the key issuing procedure
- Prepare material indent sheet

<b>Duration:</b> <i>(06:00 Hrs.)</i>	<b>Duration:</b> <i>(08.00 hrs.)</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>● Discuss the importance of obtaining the Housekeeping requirements from the Manager</li> <li>● Explain the importance and procedure of making a work plan and estimating and managing the required resources</li> <li>● Elaborate various types of cleaning agents, tools, equipment, and machinery required for Housekeeping activities</li> <li>● Discuss the operating procedure of various tools and equipment required for Housekeeping operations</li> <li>● Elaborate the concept and importance of material indent</li> <li>● Explain the importance of coordinating with various departments like stores, engineering, etc. for the Housekeeping Supervisor</li> </ul> | <ul style="list-style-type: none"> <li>● Employ appropriate practices to estimate resource requirement including materials, equipment and other consumables</li> <li>● Apply appropriate procedure to check the tools and equipment for proper functioning, cleanliness, and sanitization</li> <li>● Employ proper practices to verify the required Housekeeping materials, equipment, tools, and other supplies from the store are as per the material indent sheet</li> <li>● Show how to distribute housekeeping resources like cleaning supplies, consumables, tools, equipment etc. to the Housekeeping staff for various activities</li> <li>● Employ proper procedure to co- ordinate with the Engineering Department for repairing the faulty equipment</li> <li>● Show how to ensure supplying clean linen to appropriate locations safely using required equipment</li> <li>● Perform the procedure of issuing floor keys to Guest Room Attendants</li> </ul> |
|---|---|

#### **Classroom Aids**

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

#### **Tools, Equipment and Other Requirements**

- Abrasives, Housekeeping Trolleys, Brushes, Mops, Spray bottles, Cleaning and Polishing machines, Dustpans, Cleaning solutions and chemicals, Different linen, Sample Material Indent Sheet

## Mapped to NOS/N0243 v 2.0

**Terminal Outcomes:**

- Ensure proper use of appropriate cleaning material, tools and equipment as per requirement
- Describe the ways to monitor the cleanliness and sanitization procedure for rooms and common areas
- Explain the ways of supervising various cleaning and housekeeping activities

<b>Duration:</b> (05.00 hrs.)	<b>Duration:</b> (06:00 hrs.)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Explain the importance of maintaining cleanliness and hygiene at the workplace</li> <li>● Describe appropriate material and equipment to be used as per the area to be cleaned</li> <li>● Explain the procedure to inspect the room and common areas for cleanliness and sanitization</li> <li>● Describe the procedure to handle the soiled linen and placing requisition for fresh linen</li> <li>● Discuss the significance of for housekeeping services meeting the guest needs and expectations</li> <li>● Describe various layout and arrangements for furniture and other items in hotel areas</li> <li>● Elaborate the process of supervising spring-cleaning activities</li> </ul>	<ul style="list-style-type: none"> <li>● Employ appropriate inspection methods to check rooms and common areas as well as the work place for proper cleanliness and sanitization</li> <li>● Role play on supervising the handling of soiled linen to laundry and placing requisition for fresh linen</li> <li>● Role play of the safety procedures of equipment and materials used in the Housekeeping operations</li> <li>● Dramatize a situation to ensure the housekeeping services meet the guest needs and expectations</li> <li>● Apply appropriate practices to ensure that the furniture and other items are arranged properly at all times</li> <li>● Perform the activities to supervise the spring cleaning procedure</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Different cleaning agents and equipment, Designated uniform, Required linen, Inspection checklist	



## Module 6: Perform Administrative Duties

Mapped to NOS/N0243 v 2.0

### Terminal Outcomes:

- Describe the procedure to handle various administrative duties
- Explain how to handle the complaints about services and equipment
- Prepare cleaning schedule for Housekeeping staff

<b>Duration:</b> <i>(05:00 hrs.)</i>	<b>Duration:</b> <i>(06.00 hrs.)</i>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>

<ul style="list-style-type: none"> <li>● Describe the importance and procedure of establishing and implementing operational standards and procedure for the Housekeeping Department</li> <li>● Discuss the procedure of preparing and implementing cleaning schedules</li> <li>● Explain the procedure of maintaining lost &amp; found records</li> <li>● Discuss the importance of maintaining and controlling floor key &amp; master key records</li> <li>● Explain the significance and process to collect guest feedback</li> <li>● Discuss various ways to check and implement guest requests</li> <li>● Explain the importance of investigating complaints regarding service and equipment and taking corrective action for the same</li> </ul>	<ul style="list-style-type: none"> <li>● Show how to prepare sample cleaning schedules and implementing them</li> <li>● Prepare sample lost and found record</li> <li>● Show how to maintain and control floor key and master key records</li> <li>● Role play on collecting guests' feedback</li> <li>● Employ appropriate practices to handle complaints about services or equipment and implement any special guests' requests</li> <li>● Dramatize on how to ensure that the work schedule is followed</li> <li>● Role play of the ways to handle guest complaints &amp; situations</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Sample feedback form	

## Module 7: Promote Effective Communication and Service Standard

### Mapped to THC/N9902 v 2.0

#### Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

<b>Duration:</b> (06:00 hrs.)	<b>Duration:</b> (08:00 hrs.)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>● Discuss the importance of professionalism, etiquette and ethical behavior at the workplace</li> <li>● Explain the importance of maintaining hygiene and wearing designated uniform</li> <li>● Outline the procedure and policy of handling complaints and feedback constructively</li> <li>● Discuss different ways to enhance guest experience</li> <li>● Describe various ways to handle team members</li> <li>● Discuss different ways to provide feedback to the team members</li> <li>● Explain the importance of gender and age sensitivity</li> <li>● Discuss gender and age-specific requirements of the guests</li> <li>● Discuss the specific needs of People with Disabilities</li> <li>● Discuss the standard policy to prevent Sexual harassment at workplace</li> <li>● Discuss the importance of timely submission of guests' feedback</li> </ul>	<ul style="list-style-type: none"> <li>● Demonstrate the standard procedure to welcome and greet the guests</li> <li>● Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors</li> <li>● Role play a situation on how to handle guests' dissatisfaction and complaints effectively</li> <li>● Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code</li> <li>● Prepare a sample report regarding guests' feedback</li> <li>● Practice the importance of effective communication</li> <li>● Explain &amp; Role play of the importance of guest satisfaction and guest feedback</li> </ul>
<b>Classroom Aids</b>	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures
<b>Tools, Equipment and Other Requirements</b>
Sample of escalation matrix, Organisation structure

## Module 8: Organizational Confidentiality and Guest's Privacy

### Mapped to THC/N9910 v 2.0

#### Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

<b>Duration:</b> (04.00 hrs.)	<b>Duration:</b> (01:00 hrs.)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry</li> <li>• Discuss the Intellectual Property issues and policies affecting the organization and guest privacy</li> <li>• Explain the procedures to protect the infringement of IPR to the concerned person</li> <li>• Discuss the usage, storage and disposal procedures of confidential information as per specification</li> </ul>	<ul style="list-style-type: none"> <li>• Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation,	

Participant Handbook and Related Standard Operating Procedures
<b>Tools, Equipment and Other Requirements</b>
Handouts of IPR guidelines and regulations

## Module 9: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

### Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

<b>Duration:</b> (06.00 hrs.)	<b>Duration:</b> (10:00 hrs.)
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>

<ul style="list-style-type: none"> <li>● Discuss the concept and importance of personal and workplace hygiene</li> <li>● Discuss procedure to maintain personal hygiene</li> <li>● Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment</li> <li>● Describe standard safety procedures to be followed while handling tools, material, and equipment</li> <li>● Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>● Explain the importance of preventive health check-up organized by the company</li> <li>● List the components of the first-aid kit</li> <li>● Describe the methods to minimize accidental risks and potential hazards in the workplace</li> <li>● Identify different safety warning signs and labels at workplace</li> <li>● Discuss ways to identify and segregate different types of waste at the workplace</li> <li>● Explain the procedure to report accident and other health related issues as per SOP</li> </ul>	<ul style="list-style-type: none"> <li>● Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles</li> <li>● Dramatize a situation to ensure work area is clean, hygienic and hazard free</li> <li>● Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions</li> <li>● Apply appropriate practices to follow basic first-aid procedures by self and team members</li> <li>● Apply effective waste management procedures at the workplace depending on the types of waste</li> <li>● Role play a situation on reporting safety and security issues to the concerned authority</li> <li>● Prepare a sample incident report</li> </ul>
<b>Classroom Aids</b>	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
<b>Tools, Equipment and Other Requirements</b>	
Personal Protection Equipment like Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	