

**Syllabus For HOUSEKEEPING EXECUTIVE**

<b>Course Name</b>	<b>HOUSEKEEPING EXECUTIVE</b>
<b>Sector</b>	<b>TOURISM &amp; HOSPITALITY</b>
<b>Course Code</b>	<b>THC/2023/HOEX/175</b>
<b>Level</b>	<b>4 (RPL)</b>
<b>Occupation</b>	<b>HOUSEKEEPING EXECUTIVE</b>
<b>Course Duration</b>	<b>Total Duration 108 Hrs (T-41 , P-67 )</b>
<b>Trainees' Entry Qualification</b>	<b>Class 10<sup>th</sup> 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>

**Structure of Course:**

<b>Module No.</b>	<b>Module name</b>	<b>Theory (Hrs)</b>	<b>Practical (Hrs)</b>	<b>Total (Hrs)</b>
1	<b>Introduction to Hotel Industry</b>	2	2	4
2	<b>Prepare Housekeeping Activities in the Assigned area</b>	5	5	10
3	<b>Oversee Housekeeping Services and Maintain Material Inventory</b>	5	5	10
4	<b>Assist in Supervision of Housekeeping Activities</b>	5	15	20
5	<b>Communicate with Customer and Colleagues</b>	5	15	20
6	<b>Maintain customer-satisfaction and hospitable conduct</b>	5	5	10
7	<b>Follow gender and Age Sensitive Service Practices</b>	5	7	12
8	<b>Maintain Health, Hygiene &amp; Safety at Workplace</b>	4	8	12
9	<b>Maintain IPR of Organization and Customer</b>	5	5	10
	<b>TOTAL</b>	<b>41</b>	<b>67</b>	<b>108</b>

**SYLLABUS:**

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction to Hotel Industry</b></p> <p>Theory Duration (hh:mm) 02:00</p> <p><b>Practical Duration</b> (hh:mm) 02:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>• Explain general discipline in the classroom(do's &amp; don'ts)</li> <li>• Explain the scope and significance of housekeeping in hospitality industry</li> <li>• Elaborate the hierarchy of five star to one star/budget category hotel</li> <li>• Elaborate the hierarchy of housekeeping department of different star category</li> <li>• Explain the role &amp; attributes of housekeeping executive/personnel</li> <li>• Explain different types of rooms and their layout</li> <li>• Practice basic skills of communication</li> </ul>	Laptop, whiteboard, marker, project
2	<p>Prepare <b>Housekeeping</b> Activities in the Assigned Area</p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> THC/N0227</p>	<ul style="list-style-type: none"> <li>• Study layout of housekeeping department</li> <li>• State the inter and intra departmental coordination</li> <li>• Explain the basic terminology used in housekeeping department</li> <li>• Analyse the difference between guest amenities and guest supplies according different categories of room</li> <li>• List different types of equipment's and cleaning chemicals used in housekeeping department</li> <li>• Explain different types of linen</li> <li>• Explain different types of floor sand surfaces</li> <li>• Explain the procedure of cleaning a room and bathroom</li> <li>• Practice bed making</li> <li>• Describe the procedure to inspect room</li> <li>• Explain different types of waste and their disposal techniques</li> </ul>	Laptop, whiteboard, marker, projector, computer, different types of linen, different types of equipment's- manual & mechanical, types of chemicals required for cleaning

3	<p>Oversee <b>Housekeeping</b> Services and Maintain <b>Material Inventory</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p>	<ul style="list-style-type: none"><li>• Explain the importance of personal hygiene and grooming standards and apply it in day to day practice</li><li>• Explain different types of forms and formats required in housekeeping department</li><li>• Describe various electronic equipment's present in guest room</li></ul>	<p>Laptop, whiteboard, marker, projector, computer, forms &amp; format</p>
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Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm)</p> <p>05:00</p> <p><b>Corresponding</b> NOS Code TNC/N0228</p>	<ul style="list-style-type: none"> <li>• Analyse the quantity of materials and cleaning agents required based on the occupancy rate</li> <li>• Prepare different types of reports</li> <li>• Practice on handling of different types of equipment's</li> <li>• Estimate the performance of staff based on checks and inspections</li> </ul>	
4	<p>Assist in Supervision of Housekeeping Activities</p> <p>Theory Duration (hh:mm)</p> <p>05:00</p> <p>Practical Duration (hh:mm)</p> <p>15:00</p> <p><b>Corresponding</b> NOS Code THC/N0229</p>	<ul style="list-style-type: none"> <li>• Examine rooms</li> <li>• Assess the areas where guest satisfaction is low</li> <li>• Prepare a duty roster for staff</li> <li>• Practice role play for handling guest complaints &amp; situations</li> </ul>	Laptop, whiteboard, marker, projector, computer
5	<p>Communicate with Customer and Colleagues</p> <p>Theory Duration (hh:mm)</p> <p>05:00</p> <p><b>Practical Duration</b> (hh:mm)</p> <p>15:00</p> <p><b>Corresponding</b> NOS Code TNC/N9901</p>	<ul style="list-style-type: none"> <li>• Explain the importance of effective communication and team coordination</li> <li>• Describe the significance of helping colleagues with specific issues and problems</li> <li>• Apply and interact (role play) basic phraseology used to interact with guests</li> <li>• Practice on computer and smartphone to communicate with guests and colleagues</li> </ul>	Laptop, whiteboard, marker, projector, smart phone, computer

6	<p><b>Maintain customer-satisfaction and hospitable conduct</b></p> <p>Theory <b>Duration</b> (hh:mm)</p> <p>05:00</p> <p><b>Practical Duration</b> (hh:mm)</p> <p>05:00</p> <p><b>Corresponding NOS Code</b> THC/N9902THC/N9903</p>	<ul style="list-style-type: none"> <li>• Explain the importance of guest satisfaction &amp; of guest feedback</li> <li>• Explain different ways to improve company's customer satisfaction rating</li> <li>• Describe different methods of engaging with the customers effectively and professionally</li> <li>• Practice role play to interact with guest using professional and polite etiquette behaviour</li> <li>• Practice on different situations to achieve guest satisfaction</li> <li>• Assess innovative products and services to improve guest satisfaction</li> </ul>	<p>Laptop, whiteboard, marker, projector, Guest feedback form</p>
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Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>• Communicate guest feedback to seniors</li> <li>• Describe the procedure to enhance brand value of company</li> </ul>	

7	<p><b>Follow gender and Age Sensitive Service Practices</b></p> <p>Theory Duration (hh:mm)</p> <p>05:00</p> <p>Practical Duration (hh:mm)</p> <p>07:00</p> <p>Corresponding NOS Code THC/N9904</p>	<ul style="list-style-type: none"> <li>• Discuss rights and respect given to women at workplace</li> <li>• Explain specific requirements of different age groups of customers</li> <li>• Explain different safety measures and procedures available for female colleagues and customers</li> <li>• Practice to deal with female customers and colleagues related to safety issues</li> <li>• Practice situation handling in case of any safety and security threat</li> </ul>	Laptop, whiteboard, marker, project
8	<p><b>Maintain Health, Hygiene &amp; Safety at Workplace</b></p> <p>Theory Duration (hh:mm)</p> <p>04:00</p> <p>Practical Duration (hh:mm)</p> <p>08:00</p> <p>Corresponding NOS Code TNC/N9906THC/N997</p>	<ul style="list-style-type: none"> <li>• Explain different food safety and hygiene standards</li> <li>• Explain the importance of maintaining cleanliness and hygiene at the workplace &amp; personal hygiene</li> <li>• Describe different health risks to the worker or customer</li> <li>• Demonstrate the use of (PPE Kits )personal protective equipment's and gears</li> <li>• Differentiate different types of waste and dispose them properly</li> <li>• Analyse hazards at workplace</li> <li>• Practice the emergency evacuation procedures</li> <li>• Explain different types of fire and fire extinguishers to be used</li> <li>• Describe the procedure for fire evacuation</li> <li>• Explain where chemicals and acids need to be stored</li> <li>• Identify the different types of wastes, e.g., Liquid &amp; solid food, non- food, and the ways of handling them for disposal</li> </ul>	Laptop, whiteboard, marker, project
9	<p><b>Maintain IPR of Organization and Customer</b></p> <p>Theory Duration (hh:mm)</p> <p>05:00</p>	<ul style="list-style-type: none"> <li>• Explain company's Policies on Intellectual Property Rights</li> <li>• Explain how IPR protection is important for competitiveness of a company</li> <li>• State the significance of damages resulting from IPR infringement</li> <li>• Employ appropriate ways to</li> </ul>	Laptop, whiteboard, marker, project

		ensure usage, storage and disposal of the organisational and guest information	
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Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>Practical Duration</b> (hh:mm) 05:00 <b>Corresponding NOS Code</b> TNC/N9905	<ul style="list-style-type: none"><li>• Interact with team members to work efficiently</li><li>• Recall company's product, service or design patents</li><li>• Analyses any infringement in the company and interpret it to seniors</li></ul>	



	<p>Total Duration:</p> <p>108:00</p> <p>Theory Duration</p> <p>41:00</p> <p>Practical Duration</p> <p>67:00</p>	<p>Unique Equipment Required:</p> <p><b>The set-up required to deliver this training programme include that of a practical</b></p> <p>Room with Laptop, whiteboard, marker, projector, Queen-size bed and seating area(preferably)arollawaybedaswell Mattresses, Pillows, Cushions, Flat screen TV, Mini refrigerator, Coffee brewer, Tea Tray with Coasters, Stirrers, coffee, tea and amenities, Iron and Ironing board, Study Table and chairs, Coffee table, Glass Rug. Carpet, Telephone, Ashtray, Matches, Standing and bed side lamps, Closet with hangers, Safe, Door with safety chain, Door Knob, Breakfast menu, Slippers, DND and Clean my room Card, Stationery, Tent cards, Services Directory, Dustbin and liners, Slippers, Shoe tuck, Laundry bags; Shower area with shower head, Water faucets, Bathtub(optional), Wash basin, with faucets, Water Closet With bidet and/or health faucet, Mirror, Hair dryer, Shaving mirror (optional),Bucket Andmug, Bathroom amenities, Loofah MIT, Toilet tissue/roll, Facial Tissue, Glass covers, Coasters, Glasses, Shower liners, Shower curtains, Shower caps, Shampoo, Foam bath, Conditioner, Showergel, Face windows, Curtain and sheers, Sofa set, wash, Face soaps, Body soaps, Lotions, Vanity kits, Sewing kits, Shaving kit, Dental kit, Disposal bags, Cotton buds, Ear bud, Comb, Dustbin and Liners, Doubles sheets Blanket, Duvet with cover, Bed cover/spread, Pillow cases, Bath towels, Hand towels, Face towels, Wash cloths, Dusters, Bath mats, Bath rugs, Bath robes, Nail cutter, Shoe shine, Shoe polish, hand brush, Dental floss, Mouth freshener, Deodorant, Window/glass cleaner, All- Purpose disinfectant, Room deodorizer Furniture polish, Toilet bowl cleaner and disinfectant(noncorrosive), Mold/mildew remover, Chrome polish, Mops, Vacuum cleaner, Broom, Dustpan, Dusting brush, Scrub brush, Grout brush, Scrub pad, Bucket, Pair of rubber gloves, Clean rags, Trash Liners, Housekeeping Trolley/Cart <b>FORMS &amp; FORMATS:</b> Housekeeping room report, Housekeeping room occupancy report, Linen room and control sheet, Discrepancy report ,Lost and found report, Desk control register, Room maintenance order slip, Guest room linen</p>	
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		<b>exchange form, Room checklist, Key Control sheet</b>	
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