

Sant Gadge Baba



Amravati University

Dept. of Lifelong Learning & Extension

Short Term Certificate Courses

(3 Month)

Syllabus

For

Certificate Course in Housekeeping

This Program is aimed at training candidates for the job of “Housekeeping Associate” in hotels, restaurants and various lodging establishments and aims at building the following the key competencies amongst the learner:

Chapter No.	Chapter Name	Key Learning Outcomes
HK 1	Introduction to Service Sector	<ul style="list-style-type: none">• Introduction to the Sector and subsectors• Introduction to the housekeeping department
HK 2	Attributes of Housekeeping Service Personnel	<ul style="list-style-type: none">• Importance and role of a Housekeeping Attendant• Importance of Hygiene and Grooming
HK 3	Evolution of Lodging Industry	History and development of various forms of accommodations
HK 4	Hierarchy in Housekeeping Department	<ul style="list-style-type: none">• Understanding the structure of the department• Knowing where to report an issue• Handling disputes
HK 5	Cleaning Equipments and Cleaning Agents	Choosing the appropriate equipment and materials
HK 6	Ceramics, Glass, Plastics, Linen and Uniforms	Identify the types of surfaces to be cleaned
HK 7	Bed and Bedding	<ul style="list-style-type: none">• Understanding the various items and their functions in a bedding: pillow, pillow cases, pillow covers, Duvet, Duvet Covers, Mattress, Mattress Protector• Learning the Maitre Fold• Making the bed
HK 8	Carpet cleaning	dure for cleaning and
		shampooing carpets

HK 9	Cleaning Sanitary Fittings	<ul style="list-style-type: none"> Follow the procedures for entering the toilets and washrooms Using the correct cleaning agents so that the fittings do not incur damage
HK 10	Interdepartmental Co-ordination	<p>Importance of co-ordination</p> <ul style="list-style-type: none"> between Front Office, Maintenance and Security departments
HK 11	Safety at Work	<ul style="list-style-type: none"> Identify any hazards or potential hazards and deal with these correctly Report any accidents or near accidents quickly and accurately to the concerned authority Follow safety procedures at the workplace Use protective equipment when required
HK 12	Pest Control	Ensuring that the workplace well protected from pest and rodent infestation
HK 13	Flower Arrangements	Knowledge about commonly used flowers and other decorative items

Books Recommended: -

- 1) Housekeeping - M. Robinson
- 2) Introduction to Management in Hospitality – C.W. Barrows
- 3) Handbook of Critical cleaning – Barbara Kanegsberg
- 4) Make your bed – Leslee Evans
- 5) Carpet Cleaning – Shane Daley
- 6) Cleaning Surfaces Prior to Sanitary Service – A.H. Tuthill
- 7) Front Office Management – S.K. Bhatnagar
- 8) Pest Control – William Olkowski
- 9) Flower Arrangements - Ella Griffin
