

THM-401: HOUSEKEEPING OPERATION AND MANAGEMENT

PRE-REQUISITE

THM-106: Front Office, Operations and Management

LEARNING OUTCOMES:

Through the study to be carried out with the use of visual aids and on site visits, the student will become capable to:

1. Demonstrate an understanding of Room division management and housekeeping department
2. Demonstrate the complete knowledge of organizational structure of housekeeping
3. Demonstrate the whole procedure of housekeeping
4. Demonstrate effective skills to manage employees
5. Demonstrate the relationship between environment and housekeeping department

CONTENTS

To give the students practical knowledge and supervisory duties of day to day procedures of housekeeping department. Acquaintance of different types of equipment and their uses. Cleaning of windows, floors and bathrooms, Bed making. Polishing of different types of articles. Cleaning and polishing of metals, brass, silver, copper. Cleaning of public areas. Overall cleaning of various types of rooms and bathrooms. Use of various machines used by the house keeping department. First Aid Procedures as dealt in theory. The objectives of this course are to help students understand, organize and perform effectively the operations of the rooms division of a hotel. The course's overall objective is to prepare the student for the management career in the hospitality field.

Module-1 Introduction:

The Housekeeper and the organization of the department. Housekeeping terminologies, Routine methods of work, Housekeeping department-Hierarchy, Duties & responsibilities of housekeeping staff, attributes of housekeeping employees, Planning and organizing the duties. Islam and Housekeeping, Types of Rooms & suites, Various status of Rooms, Amenities provided in standard, superior & deluxe rooms, facilities, supplies and amenities, Items provided on request.

Module-2 Hotel Housekeeping in Hotels:

Importance and Functions, Liaison with other departments, Types of Rooms Classification, Room supplies, Related documentation procedures. Hotel facilities and services, leisure link facilities in hotel. Star rating standards and housekeeping.

Module-3 Cleaning Procedures:

Cleaning agents. Equipment's classification, Principles of Cleaning, Selection of Cleaning material, Types of cleaning and cleaning procedures. Cleaning Schedules, Daily, weekly & Spring Cleaning, Morning & evening service, Second service, Daily cleaning in a Department room Planning a weekly cleaning schedule, Public area cleaning methods & Schedules Cleaning public area-cleaning methods-cleaning agents-cleaning equipment's and standards-pests, pest control and waste disposal-laundry, dry cleaning and stain removal contract cleaning. Green housekeeping.

Module-4 Room Preparation:

Bed making-Types of service, Laundry-Type & Machines used, key and key control, Pest control, Linen room-classification & layout

Module-5 Furnishing & Budgeting:

Different types of floors and wall covering, Carpet, curtains types, cushions, blankets, Furniture used in room, Interior décor. Room Interiors-Ceramics, Glass, Metals and Sanitary- Textile and Floral arts- Interior decoration- Lighting, Heating, Ventilation and Flowers. Budgeting and expenditures, control and practice, material classification and housekeeping inventory.

Module- 6 Laundry and linen room management:

laundry , Efficacy of On-Premises Laundry Operations, Planning and Pre-Engineering, Floor Plan Layout and Size, Major Equipment Requirements, material, chemicals and equipment , Staffing, washing cycles, dry cleaning, Linen, classification of hotel linen, Linen room, requirements of linen room, organizing activities of linen room.

Module-7 Health and safety Management:

Health and safety Management, health, safety and security risks for guest, Prevention of fire and First aid. PEST challenges in hotel, Key and lock management, lost and found management.

Module-6 Demonstrate and Practice:

- Practical work will be conducted in the inhouse labs and the student will be given exposure to the industry.
- Basic steps and skills required for setting up trolleys and floors pantry Know forms.
- Registration and records maintenance, Supervisory work.
- Cleaning of rooms and bathrooms during departure, stay-on and others with emphasis on key tasks and correct sequence
- Practice bed making, care-upkeep of carpets, dusting-wiping-cleaning of surfaces
- Learn skills for polishing floors, metal, wood and other surfaces.

ASSIGNMENTS – TYPE AND NUMBER WITH CALENDAR

It is continuous assessment. The weightage of Assignments will be 25% before and after mid term assessment. It includes:

- classroom participation,
- attendance, assignments and presentation,
- homework
- attitude and behavior,
- hands-on-activities,
- short tests, quizzes etc.

ASSESSMENT AND EXAMINATIONS:

Sr. No.	Elements	Weightage	Details
1.	Mid Term Assessment	35%	It takes place at the mid-point of the semester
2.	Formative Assessment	25%	It is continuous assessment. It includes: classroom participation, attendance, assignments and presentation, homework, attitude and behavior, hands-on-activities, short tests, quizzes etc.
3.	Final Assessment	40%	It takes place at the end of the semester. It is mostly in the form of a test, but owing to the nature of the course the teacher may assess their students based on term paper, research proposal development, field work and report writing etc.

RECOMMENDED TEXT BOOKS/ SUGGESTED READINGS:

1. Branson, Lennox; Hotel, Hostel and Hospital housekeeping Holder & Stoughton
2. Accommodation Operation Bharathiar University, Coimbatore India.
3. Housekeeping Management in Hotels Anita Banerjee. BK Chakravarti,
4. Alam, M., Housekeeping Manual, DT&H Hazara University, 2016.
5. Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
6. Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
7. House Keeping Management by Matt A. Casado; Wiley Publications
8. Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
9. The Professional Housekeeper by Tucker Schneider, Wiley Publications
10. Professional Management of Housekeeping Operations by Thomas J. A. Jones publisher- John Wiley & Sons inc.
11. Managing Housekeeping Operations by Margart M. Kappa, CHHE, American Hotel & Lodging Associations.