

## **THM-204: House Keeping Operation and Management (Theory) (02 Credit hrs)**

### **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. 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
- 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 & SchedulesCleaning publicarea-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:**

- Cleaning, Bed making and Dusting procedures

**Module- 5 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-6 Health and safety Management:**

- Health and safety Management, health, safety and security risks for guest
- Prevention of fire and First aid
- Key and lock management, lost and found management

**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.

**RECOMMENDED TEXT BOOKS/ SUGGESTED READINGS:**

1. Branson, J. C. (1988). *Hotel, hostel and hospital housekeeping* (p. 307). London: Edward Arnold: Hodder & Stoughton.
2. B.K. Chakravarti, (2018). *Housekeeping Management in Hotels* Anita Banerjee.
3. Alam, M. (2016). *Housekeeping Manual*, DTH Hazara University.