DIPLOMA IN HOUSEKEEPING

Eligibility: 12th Pass in 10+2 system.

Duration: 1.6 yrs

Teaching hours per week: 35 Hours

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks
THEORY				
1	DHK-01	Housekeeping Operation	6	100
2	DHK-02	Interior Decoration	4	100
3	DHK-03	Hotel Maintenance	2	50
4	DCS-01	Hygiene & Sanitation	2	50
5	DCS-03	Business Communication	2	50
TOTAL			16	350
PRACTICAL				
6	DHK-11	Housekeeping Operation	12	100
7	DHK-12	Hotel Maintenance	4	100
8	DCS-11	Computer Awareness	2	-
9	DCS-12	Library	1	-
TOTAL			19	200
GRAND TOTAL			**35**	**550**

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Minimum attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	Three academic years

HOUSEKEEPING OPERATION (DHK-01)

TIME ALLOTTED: 06 HOURS PER WEEK   MAXIMUM MARKS: 100

Learning Objectives :- By the end of the course, learners will be able to;

Knowledge

1. Explain the Role and Significance of Housekeeping Department in the Hospitality Industry.
2. Describe the organization set up of housekeeping department
3. Discuss the science and methods of cleaning.
4. List out the different types of keys used by housekeeping personnel.
5. Justify the procedures typically followed by housekeeping attendants while servicing / cleaning guestrooms.
6. Identify the various kinds of surfaces to clean.
7. Elaborate the laundry work flow.
8. Briefly explain the proper storage procedures of linen and uniforms.
9. List the common pests found in hotels and their eradication

Competencies

10. Demonstrate the right personality traits for housekeeping staff
11. Identify different types of guest rooms commonly found in hotels.
12. List the step by step procedure for cleaning a guestroom – Departure, Occupied, Vacant and Providing turn down service

Mindset:

13. Develop sensitivity and high work ethics towards cleanliness and hygiene keeping in mind the factors that contribute to it.

14. Build a positive attitude towards providing Housekeeping services

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Importance of housekeeping in the hospitality industry, types of lodging establishments, organisational chart – duties and responsibilities of housekeeping employees. Necessity of the personnel factor in dealing with the guest on a day to day basis.	15	15%
2	Cleaning equipment – Selection of equipment, brooms and brushes, protective equipment, cloths used in cleaning, box sweeper, electric equipment, vacuum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers trolley, chamber maid's trolley, etc. Use and care of equipment and material required by the House Keeping Department.	10	10%
3	Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage. Hazardous materials.	05	10%
4	Cleaning methods – Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, aluminium, stainless steel, chromium.	15	15%
5	Cleaning of guest rooms and bath – daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, housekeepers report, handling room transfers, lost and found, cleaning of public restaurant. Food service, areas and employees areas.	15	15%
6	Laundry work – use of laundry agents, laundry equipment, stain removal agents, handling guest laundry.	08	10%
7	Linen Room – Its importance in hotels, selection and buying of linen, inspecting, receiving used linen. Linen stock for any establishment.	07	10%
8	Different types and importance of keys –	05	5%

	section key, master key, floor key and grand master key. Key of executive offices and public areas and computerised key.		
9	Pest control and eradication – with special reference to rats, cockroaches, furniture beetle, clothes moth, etc. Dealing with emergency situation like fire, death, theft, accidents, safety security control.	10	10%
TOTAL		90	100

INTERIOR DECORATION (DHK-02)

TIME ALLOTTED: 04 HOURS PER WEEK   MAXIMUM MARKS: 100

Learning Objectives :- By the end of the course, learners will be able to

Knowledge

1. Identify various elements & principles of Interior Decoration.
2. Explain care to be taken for plants and floral material
3. Describe Furniture, Soft Furnishings and Floor Furnishings found in hotel guestrooms.
4. Elaborate on the Selection of furnishing fabrics.
5. Describe the Glossary of art forms.

Competencies

6. Select appropriate colour schemes suitable for an area dependant on the usage of the room and its architectural features.
7. Design flower arrangements for different areas.
8. Identify the selection criteria for various kind of Furniture, Soft Furnishings and Floor Finishes.

Mindset

9. Anticipate guest preferences with regards to room interiors.
10. Creating a WOW effect for the guest at every moment.

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	Objectives of interior decoration - Principles of designs, their application in hotel industry.	12	25%
2	Colours – colour harmonies, association of colours and their application in the various areas of the hotel industry.	08	10%
3	Flower arrangements – Western and Eastern styles. Guidelines on preserving freshness of flowers and arrangement for different occasions. Knowledge of indoor plant & horticulture	10	15%
4	Furniture & its arrangements, selection of furniture, types of furniture.	10	15%
5	Soft Furnishings – Curtains, cushions, bedspread	05	10%
6	Floor Furnishings – floor coverings.	07	15%
7	Selection of furnishing fabrics.	05	5%
8	Glossary of art forms – rangoli, flower carpet, design, dry flower arrangements, wall hangings of different types.	03	5%
TOTAL		60	100%

HOTEL MAINTENANCE THEORY (DHK-03)

TIME ALLOTTED: 02 HOURS PER WEEK   MAXIMUM MARKS: 50

LEARNING OBJECTIVES: After completion of the course a student will be able to:

1. understand the overview and importance of maintenance department
2. understand the theoretical and practical Knowledge of electricity & lighting.
3. follow sanitary system & water supply system, inspect block leakages and provide remedies.
4. understand the functioning of refrigeration and air conditioning system
5. follow and understand functioning of passenger elevators, escalators etc.
6. use and take care of audio visual equipment used in the hotel.
7. fire prevention, understand the role of fire detector & sensors and fire fighting on its occurrence.
8. appreciate contract maintenance.

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	HOTEL MAINTENANCE • Introduction & Scope in Hotels • Classification and Types • Maintenance Programmes.	02	05%
2	HOTEL ENGINEERING/MAINTENANCE DEPARTMENT • Organization & Setup of the Department • The Staff - Duties and Responsibilities	03	05%
3	ELECTRICITY • Electricity Terms & Units • Advantage as a type of energy • Conductors and Non-Conductors • Types of electric supply (Single phase, three phase) • Electric circuits - Open Circuit - Closed Circuit - Short Circuit - Series & Parallel Circuit • Importance and use of;	04	10%

	- Fuse - MCB - Earthing • Precautions while handling electrical equipment • Calculation of Electric Energy Consumption of an equipment/appliance		

4	LIGHTING/ILLUMINATION
	• Units & Terms of Illumination
	• Types of lighting
	• Different types of lighting devices
	   - Incandescent lamps
	   - Fluorescent lamps
	   - LED lamps
	   - Gas discharged lamps
	• Comparative study of different lighting devices
		03	15%

5	WATER SUPPLY, PLUMBING AND SANITARY SYSTEM • Sinks, basins • Water closet, bidets and their fittings • Use of water traps and water seals, water pipes and soil pipes • Inspection chambers - blockages and leakages and their remedies	03	15%

6	REFRIGERATION
	• Units and terms of Refrigeration
	• Principle uses of refrigeration in hotel and catering industries
	• Basic scientific principles
	• Different types of refrigeration systems and refrigerants
	• Walk in coolers and freezers, care and maintenance of these systems.
	
	AIR-CONDITIONING
	• Unit & Terms of Air-conditioning
	• Types of systems
	• Layout of AC Plant
	• Condition for comfort
	   - Air movement
	   - Humidity control
	   - Ventilation
	   - Supply of oxygen
	   - Removal of heat & moisture
	   - Proper air circulation
	• How to select a suitable air conditioning system.
		04	15%

7	TRANSPORT SYSTEM • Passenger elevators, freight elevators • Dumb waiters • Escalators and sidewalks - their operation and maintenance.	03	10%
8	AUDIO VISUAL EQUIPMENT • Care and cleaning of overhead projector, slide projector, LCD and power point presentation units • Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops	03	10%
9	FIRE PREVENTION AND FIRE FIGHTING • Fire detectors, sensors and alarms • Care and maintenance of fire detectors, sensors & alarms • Classes of fire • Types of Fire Extinguishers • Methods of extinguishing fire • Care and maintenance of fire extinguishers	03	10%
10	CONTRACT MAINTENANCE • Necessity of contract maintenance, advantages and disadvantages of contract maintenance • Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. • Procedure for inviting and processing tenders, negotiating and finalizing	02	05%
TOTAL		30	100%

HYGIENE AND SANITATION (DCS-01)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

LEARNING OBJECTIVES: After completion of the Nutrition subject a student will be able to:

1. Understand Food Microbiology, Food Contamination and Spoilage;
2. Follow sanitary procedure during food handling;
3. Understand the importance of personal hygiene
4. Practice laws governing the food safety and standards

No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	FOOD MICROBIOLOGY • Introduction - Microorganism groups important in food microbiology – Viruses, Bacteria, Fungi (Yeast & Molds), Algae, Parasites • Factors affecting the growth of microbes • Beneficial role of Microorganisms	08	20%
2	FOOD CONTAMINATION AND SPOILAGE • Classification of Food • Contamination and Cross Contamination • Spoilages of Various Food with the Storing Method	04	20%
3	SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING • Receiving, Storage, Preparation, Cooking, Holding, and Service of the Food	08	25%
4	SAFE FOOD HANDLER • Personal Hygiene discussing all the standard. • Hand Washing Procedure • First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.	08	20%
5	FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI) • Introduction to FSSAI • Role of FSSAI • FSSAI compliance	02	15%

	Total	30	100%

BUSINESS COMMUNICATION (DCS-03)

TIME ALLOTTED: 02 HOURS PER WEEK   **MAXIMUM MARKS: 50**

LEARNING OBJECTIVES:

Knowledge

1. Understand the fundamental principles of effective business communication
2. Identify different forms of communication
3. Evaluate the difference between the types of communication
4. Understand the concept of body language and its correct use

Competencies

5. Apply effective communication in today's business world
6. Use correct form of communication depending on business situation and circumstances
7. Organise ideas and express in writing and speaking
8. Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
9. Avoid common body language mistakes

Mindset

10. Understand the importance of specifying audience and purpose, and to select appropriate communication choices

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No	CONTENT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	**Introduction to Business Communication** • Definition • Objectives • Principles of effective communication • Importance of good communication	05	20%
2	**Types of communication** • Formal • Informal • Verbal	03	10%

	• Written • Horizontal • Vertical		
3	**Essentials of good business letter and types of letters – Official, D.O**	02	15%
4	**Letter writing** • Circular • Memo • Notice • U.O. Note • Applications • Bio-data (C.V.) • Covering letter • Invitations • Greetings • Apologies	05	20%
5	**Communication with guest and Body language** • Effective Speaking – Polite and effective enquiries & responses, Addressing a group • Listening and note taking skills • Body language- Importance & application	05	15%
6	**Speech Improvement** • Pronunciation, stress, accent • Importance of speech in hotels • Common phonetic difficulties • Connective drills exercises • Introduction to frequently used foreign sounds	05	10%
7	**Electronic modes of communication:** • Use of telephone • Taking telephonic orders • Telephone etiquette's • Fax • E-mail and protocol • Responsible social media	05	10%
	TOTAL	30	100%

HOUSEKEEPING OPERATION PRACTICAL (DHK-11)

TIME ALLOTTED: 12 HOURS PER WEEK   MAXIMUM MARKS: 100

Learning Objectives :- By the end of the session, learners will be able to

Knowledge

1. Demonstrate Cleaning and polishing of various surfaces, hard flooring, semi-hard floorings, and wooden flooring.
2. Explain Wall treatments – tiles, wall paper, fabric, glass surfaces, mirrors, metal cleaning
3. Explain the set up and handling of Chambermaids Trolley/ Caddy basket
4. Elucidate the importance and process of periodical cleaning in Guest room, public areas, spring cleaning in guest room and public area.

Competencies

5. Make a day bed and give it turn down service.
6. List the guest room supplies/ linen and state their placement.
7. Identify and remove stain.
8. Operate washing, drying & ironing machine, folding, storing of various types of fabric and garments.
9. Demonstrate the procedure to make flower arrangement for dining table, reception, buffet counter.
10. Identify and fill the forms, reports and formats used to accomplish the daily routine cleaning of guest rooms

Mindset

11. Develop sensitivity and high work ethos while cleaning a guest room.
12. Build a positive attitude towards handling of guest requests

No	CONTENT	TIME ALLOTTED
1	Cleaning and polishing of various surfaces, hard flooring, semi-hard floorings, and wooden flooring.	20
2	Wall treatments – tiles, wall paper, fabric, glass surfaces, mirrors, metal cleaning – silver, brass, copper. Identify cleaning material, their uses and storage.	30
3	Bed making and turn down service.	40
MID TERM EXAM		
4	Daily cleaning and preparation of guest room, VIP rooms, cleaning of bathrooms.	14
5	Periodical cleaning in guest room, public areas, spring cleaning in guest rooms and pubic areas.	26
6	Flower arrangements – dining tables, reception counters, buffet tables. Field visit to hotels to familiarise students with operations of various departments in hotel.	36
7	Stain removal, washing, drying, ironing, folding, storing of various types of fabrics and garments. Use of laundry equipment and dealing with different types of pests, House Keeping reports and formats.	14
TOTAL		180

MARKING SCHEME FOR EXAMINATION
HOUSEKEEPING OPERATION PRACTICAL (DHK-11)

MAXIMUM MARKS: 100   PASS MARKS   50
Time Allowed: 03 Hours

Part 'A'

		Marks
1. Uniform and Grooming	:	05
2. Journal	:	10
3. Viva	:	10
Total	**:**	**25**

Part 'B'

		Marks
1. Bed making	:	20
2. Stain removal or Laundry and equipment exercise	:	20
3. Flower arrangement	:	15
4. Floor/wall surface cleaning	:	20
Total		**75**

HOTEL MAINTENANCE PRACTICAL (DHK-12)

TIME ALLOTTED: 04 HOURS PER WEEK   **MAXIMUM MARKS: 100**

Learning Objectives:- By the end of the course, learners will be able to;

1. Understand the hierarchy and working of the engineering/maintenance department of a hotel.
2. Do care and maintenance of common simple electrical appliances, like vacuum cleaner, scrubber, audio-visual equipment, firefighting equipment, refrigeration and air conditioning equipment.
3. Do minor electrical, plumbing and water supply repairs.
4. Use fire extinguishers for various types of fires.

No	CONTENT	TIME ALLOTTED
1	HOTEL ENGINEERING / MAINTENANCE DEPARTMENT • Visit to a Hotel Engineering / Maintenance department • Draw an ideal layout plan of an Engineering / Maintenance department	08
2	ELECTRIC APPLIANCES • Care, Cleaning and Maintenance of; - Vacuum Cleaner - Floor Scrubber / Polisher	08
3	ELECTRICITY • Making and use of; - Open circuit - Close circuit - Series and Parallel circuits • Changing of fuse / fuse wire • Changing of burn out lamps and tubes • Changing / making connections of an electric plug	08
4	WATER SUPPLY, PLUMBING AND SANITARY SYSTEM • Changing of flexible connecting pipe • Changing washer of a leaking tap • Cleaning of drain pipe and traps	08

5	REFRIGERATION • Care and cleaning of refrigerator • Defrosting, cleaning of cabinet chambers and door seal	08
6	AIR-CONDITIONING • Cleaning the front grill • Removing, cleaning and fixing of air filter	08
7	AUDIO VISUAL EQUIPMENT • Care and cleaning of overhead projector, slide projector, LCD and power point presentation units • Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops	06
8	FIRE PREVENTION AND FIRE FIGHTING • Care and maintenance of fire detectors, sensors & alarms • Care and maintenance of fire extinguishers • Demonstration on where and how to use each type of fire extinguisher	06
TOTAL		60

MARKING SCHEME FOR EXAMINATION
HOTEL MAINTENANCE PRACTICAL (DHK-12)

MAXIMUM MARKS**:**   100   PASS MARKS   50
Time Allowed: 03 Hours

Part 'A'

		Marks
1.	Uniform and Grooming	: 05
2.	Journal	: 10
3.	Viva	: 10
Total		**: 25**

Part 'B'

		Marks
1.	A simple exercise of electricity (change of electric plug, burn out tube / lamp, fuse etc.)	: 15
2.	Repair of leaking pipe /tap, cleaning of clogged drain pipe	: 20
3.	Exercise on care and maintenance of refrigerator or air Conditioner or one audio visual equipment	: 20
4.	One exercise on fire prevention & fire fighting	: 20
Total		**: 75**

COMPUTER AWARENESS (DCS-11)

TIME ALLOTTED: 02 HOURS PER WEEK   MAXIMUM MARKS: Nil

Learning Objectives:- After the completion of Computer Awareness subject, the Students will be able to:

1. Understand computer and its hardware & software.
2. To produce word document with proper for matting
3. To work on an excel sheet with basic functions.
4. Brows on net and communicate through e-mail
5. Prepare small power point presentations.

UNIT	CONTENT	HOURS ALLOTTED
1	**KNOWING COMPUTER** • What is computer? ➢ Basic Applications of Computer • Components of Computer System ➢ Central Processing Unit ➢ Keyboard, mouse and VDU ➢ Other Input devices ➢ Other Output devices ➢ Computer Memory • Concept of Hardware and Software ➢ Hardware ➢ Software ❖ Application Software ❖ Systems software • Concept of computing, data and information • Applications of IECT ➢ e-governance ➢ Entertainment • Bringing computer to life ➢ Connecting keyboard, mouse, monitor and printer to CPU ➢ Checking power supply	4
2	**OPERATING COMPUTER USING GUI BASED OPERATING SYSTEM** • Basics of Operating System ➢ Operating system ➢ Basics of popular operating system (LINUX, WINDOWS) • The User Interface ➢ Task Bar ➢ Icons ➢ Menu ➢ Running an Application • Operating System Simple Setting	4

	➢ Changing System Date And Time ➢ Changing Display Properties ➢ To Add Or Remove A Windows Component ➢ Changing Mouse Properties ➢ Adding and removing Printers • File and Directory Management ➢ Creating and renaming of files and directories	
3	**UNDERSTANDING WORD PROCESSING** • Word Processing Basics ➢ Opening Word Processing ➢ Menu Bar ➢ Using The Help ➢ Using The Icons Below Menu Bar • Opening and closing Documents ➢ Opening Documents ➢ Save and Save as ➢ Page Setup ➢ Print Preview ➢ Printing of Documents • Text Creation and manipulation ➢ Document Creation ➢ Editing Text ➢ Text Selection ➢ Cut, Copy and Paste ➢ Spell check ➢ Thesaurus • Formatting the Text ➢ Font and Size selection ➢ Alignment of Text ➢ Paragraph Indenting ➢ Bullets and Numbering ➢ Changing case • Table Manipulation ➢ Draw Table ➢ Changing cell width and height ➢ Alignment of Text in cell ➢ Delete / Insertion of row and column	5
4	**USING SPREAD SHEET** • Elements of Electronic Spread Sheet ➢ Opening of Spread Sheet ➢ Addressing of Cells ➢ Printing of Spread Sheet ➢ Saving Workbooks • Manipulation of Cells ➢ Entering Text, Numbers and Dates ➢ Creating Text, Number and Date Series ➢ Editing Worksheet Data	5

		➢ Inserting and Deleting Rows, Column
		➢ Changing Cell Height and Width
		• Formulas and Function
		  ➢ Using Formulas
		  ➢ Function	

5	**INTRODUCTION TO INTERNET, WWW AND WEB BROWSERS**
	• Basic of Computer Networks
	  ➢ Local Area Network (LAN)
	  ➢ Wide Area Network (WAN**)**
	• Internet
	  ➢ Concept of Internet
	  ➢ Applications of Internet
	  ➢ Connecting to the Internet
	  ➢ Troubleshooting
	• World Wide Web (WWW)
	• Web Browsing Softwares
	  ➢ Popular Web Browsing Softwares
	• Search Engines
	  ➢ Popular Search Engines / Search for content
	  ➢ Accessing Web Browser
	  ➢ Using Favourites Folder
	  ➢ Downloading Web Pages
	  ➢ Printing Web Pages
	• Understanding URL
	• Surfing the web
	• Using e-governance website
			4

6	**COMMUNICATIONS AND COLLABORATION**
	• Basics of E-mail
	  ➢ What is an Electronic Mail
	• Using E-mails
	  ➢ Opening Email account
	  ➢ Mailbox: Inbox and Outbox
	  ➢ Creating and Sending a new E-mail
	  ➢ Replying to an E-mail message
	  ➢ Forwarding an E-mail message
	  ➢ Sorting and Searching emails
	• Document collaboration
	• Instant Messaging and Collaboration
	  ➢ Using Instant messaging
	  ➢ Instant messaging providers
	  ➢ Netiquettes
			3

7	**MAKING SMALL PRESENTATIONS**
	• Basics
	  ➢ Using PowerPoint
	  ➢ Opening A PowerPoint Presentation
	  ➢ Saving A Presentation
	• Creation of Presentation
			5

| | | • Creating a Presentation Using a Template
• Creating a Blank Presentation
• Entering and Editing Text
• Inserting And Deleting Slides in a Presentation
  • Preparation of Slides
    • Inserting Word Table or An Excel Worksheet
    • Adding Clip Art Pictures
    • Inserting Other Objects
    • Resizing and Scaling an Object
  • Presentation of Slides
    • Viewing A Presentation
    • Choosing a Set Up for Presentation
    • Printing Slides And Handouts
  • Slide Show
    • Running a Slide Show
    • Transition and Slide Timings
    • Automating a Slide Show | |
| **TOTAL** | | 30 |