

**CERTIFICATE PROGRAM IN HOTEL AND HOSPITAL MANAGEMENT****Program code: 133****(YEAR END MODE)****Program Structure**

<b>Course code</b>	<b>Course</b>	<b>Internal assessment</b>	<b>External exams</b>	<b>Max. Marks</b>	<b>Credits</b>
CCHHK01	Hotel House Keeping Theory	30	70	100	4
CCHHK02	Communication theory	30	70	100	4
	<b>Practical (s)</b>				
CCHHK03	Hotel House Keeping Practical	---	100	100	2
CCHHK04	Hotel Industrial Exposure Training (12 weeks)	---	100	100	4

## **PAPER – I: HOTEL HOUSE KEEPING**

### **THEORY:**

#### **UNIT 1:**

Role and importance of house keeping in accommodation operations –The areas of house keeping responsibility- the hierarchy: organization structure of house keeping department – (small, medium, large) –duties and responsibilities house keeping personnel –classification of hotels, different types of guest rooms, types of beds, service pantry, location –layout and essential features –rooms under repair.

#### **Unit 2:**

The relationship of house keeping with guests and other departments –inter –departmental coordination and its importance –communication and its importance –duty rota - resorts maintained by house keeping department.

#### **Unit 3:**

Cleaning equipment (Manual and electrical) commonly used equipment in cleaning: selection, storage, maintenance, and training, uses – cleaning agents: chemical agents; chemical makeup of cleaning agents: selection; classification, use and storage.

#### **Unit 4:**

Standard cleaning methods – manual procedure- work cards – cleaning routine: daily, periodical and spring cleaning, servicing of guest rooms – servicing of departure rooms – servicing of vacant rooms – turn down service – checklist of supplies to replenish- standard contents of a guest room- placement – frequency of change.

#### **UNIT 5:**

Cleaning of various surfaces and metals: floors, walls and laminated surfaces – cleaning of public areas- lobbies, elevators, restaurants – cleaning of food service areas and employee areas.

#### **Recommended Books:**

1. Branson, Joan, C & Links, Margaret – Hotel, Hostel and Hospital House-keeping – Hodder and Stoughton Elst – 1999.
2. Schneider, Modelin and Ducker, Gerogina – The professional House-keeper: Vnnost Reinhold.
3. Fellows, Joan – House-keeping supervision – pitman publishers
4. Iris Jones – Commercial House-keeping and maintenance Stanley thornes Pub.

## **PAPER – II : COMMUNICATION THEORY**

**Objectives:** The Objective of this course is to improve the communication skill of the student – both oral and written.

### **Unit – I**

Introduction – Fundamentals of communication – definition – forms – factors that effects – Process – nature – scope – importance of communication

### **Unit – II**

Seminar, meetings – purpose – conducting procedure conference – techniques of effective speech

### **Unit – III**

Dialogue writing – making – completion

### **Unit – IV**

Sentence – Definition – Making – Combination of sentences – Comprehension

### **Unit – V**

Introduction – Letter writing – Style of written English – how to cultivate written communication – form of structure of a letter – Essay writing – paragraph writing – Resume writing – some Do's and Dont's in writing a resume

### **Reference Books :-**

1. Developing Communication Skills by Krishna Mohan and Meera Banerji
2. Personality Development and Communication English by Ch. Annie Vijayakumari
3. Communication – Himalaya Publishing House \_ By Dr.C.S.Rayudu.

### **PAPER – III: HOTEL HOUSE KEEPING PRACTICAL**

- a) Acquaintances of different types of equipments and their uses.
- b) Cleaning of windows, bath rooms and floors
- c) Bed making
- d) Polishing of different types of articles
- e) Cleaning and polishing of metals – brass, silver and copper
- f) Cleaning and polishing of wood and laminated surfaces
- g) Cleaning of public areas
- h) Overall cleaning of various types of rooms and bathrooms
- i) Use of various machines used by the housekeeping

#### **Recommended Books:**

1. Hotel, Hostel & Hospital House Keeping – Joan C Branson and Margaret Lennox (T.R.Publications Private Limited)
2. Hotel House Keeping manual – by Sudhir Andrews (Tata Mc.Grawhill)
3. Supervisory house-keeping by Joan Kimball. Americal Hotel and Motel Association Machihigan
4. House-keeping Management for Hotels and residential establishments by Rosemary Hurse. Williams and Heinemann Limited, London.