

Syllabus for the trade

Of

# **HOUSE KEEPER**

(SEMESTER PATTERN)

UNDER

CRAFTSMAN TRAINING SCHEME

Redesigned in: 2014

By

Government of India

**CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**

Directorate General of Employment & Training

Ministry of Labour & Employment

EN - 81, Sector – V, Salt Lake City,

Kolkata, West Bengal – 700 091

## GENERAL INFORMATION

1. **Name of the Trade** : House Keeper
2. **NCO Code No.** : 5121.10, 5121.20, 5121.60, 5121.90
3. **Duration of Craftsman Training** : One year (2 semesters)
4. **Power Norms** : 4.5 KW
5. **Space Norm** : a) Work shop : 40 Sq. Meter  
: b) Class Room : 30 Sq. Meter
6. **Entry Qualification** : Passed 10th class examination
7. **Unit Strength** : 20 Trainees
8. **Instructors/Trainer's Qualification** : a) NTC/NAC in the trade with three years' experience in the relevant field.

OR

- b) Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.

OR

- c) Degree in Hotel Management / Catering Technology with one year experience in the relevant field

9. **Desirable Qualification:** : Preference will be given to a candidate with Craft Instructor Certificate (CIC).

**Note: Out of the two craft instructors at least one must have degree / Diploma in the relevant field**

10. **Job Description** : After successful completion of training, the person will be able to: -
  - ✓ Clean all areas of the hotel thoroughly, with the key aim of enhancing the customer experience by having excellent standards of hotel cleanliness.

## Syllabus for the Trade of “House Keeper” under CTS Scheme

**Duration:** Six Months

**Semester:** First

**Semester Code:** HK: SEM I

Week No.	Practical	Theory
<b>1-2</b>	<ul style="list-style-type: none"> <li><b>a)</b> Identifications of Housekeeping equipment's</li> <li><b>b)</b> Its culture and ability.</li> <li><b>c)</b> Basic concept about Tools and equipment used.</li> <li><b>d)</b> Basic knowledge about the safety equipment and their uses.</li> </ul>	<ul style="list-style-type: none"> <li><b>a)</b> Introduction to housekeeping industry / Hotel industry.</li> <li><b>b)</b> An orientation programme on the course and related job opportunities by the industry expert / instructor</li> <li><b>c)</b> Different types of Housekeeping establishment.</li> <li><b>d)</b> Nonprofit and profit.</li> <li><b>e)</b> Organizational hierarchy of Housekeeping Department.</li> <li><b>f)</b> Attributes of Housekeeping services personals.</li> <li><b>g)</b> Duties and responsibilities of Housekeeping service personals</li> </ul>
<b>3-4</b>	<ul style="list-style-type: none"> <li><b>a)</b> Knowledge of General Occupational Safety, health and hygiene.</li> <li><b>b)</b> Group Discussion and practice with demonstration on importance of personal hygiene.</li> <li><b>c)</b> Motivating Individual on personal hygiene</li> <li><b>d)</b> Importance of exercise, rest, sleep, and good grooming.</li> </ul>	<ul style="list-style-type: none"> <li><b>a)</b> Definition of Hygiene and introduction of its importance</li> <li><b>b)</b> Factor influencing health and healthy living</li> <li><b>c)</b> Principle related to maintenance of normal circulation and normal respiration.</li> </ul>
<b>5-6</b>	<ul style="list-style-type: none"> <li><b>a)</b> Demonstration on the component of personal hygiene health hazard associated to the habit and recognizing the positive and negative trends in the community.</li> <li><b>b)</b> Dusting, sweeping, mopping and scrubbing-etc.</li> </ul>	<ul style="list-style-type: none"> <li><b>a)</b> Introduction to hygiene and healthful living. Concept of health and disease.</li> <li><b>b)</b> Personal hygiene. (Care of skin, hair, hand, teeth and feet.)</li> <li><b>c)</b> Cleaning, methods, frequency and schedule.</li> <li><b>d)</b> Steps of dusting, mopping, sweeping, vacuum cleaning etc.</li> </ul>
<b>7-8</b>	<ul style="list-style-type: none"> <li><b>a)</b> Demonstration on Harmful effect of dust.</li> <li><b>b)</b> Demonstration on proper Ventilation and lighting.</li> <li><b>c)</b> Ensure proper lighting and ventilation in different office areas.</li> </ul>	<ul style="list-style-type: none"> <li><b>d)</b> Basic preventive health care and ailment.</li> <li><b>e)</b> Basic first aid idea.</li> <li><b>f)</b> Basic knowledge of proper ventilation and lighting.</li> <li><b>g)</b> Quantitative and qualitative requirement of light and ventilation.</li> </ul>

9-10	<ul style="list-style-type: none"> <li>a) Cleaning of floor surface, glass, plastic, walls, leather and other common surfaces and house hold wooden furniture.</li> <li>b) Proper use and application of various cleaning equipment such as brushes, grooms, grip spray (bottle).vacuum cleaner, carpet cleaning equipment.</li> </ul>	<ul style="list-style-type: none"> <li>a) Cleaning Agents: - Type, function, storage, selection &amp; MSDS</li> <li>b) Familiarization to various kinds of small and mechanical cleaning equipment</li> <li>c) Basic knowledge of carpet and floor cleaning.</li> <li>d) Different types of floors i.e. wood, marble etc.</li> </ul>
11	<ul style="list-style-type: none"> <li>a) Application of stain removal process on different surface such as clothes and walls.</li> <li>b) Use of deodorants disinfectant and antiseptics.</li> </ul>	<ul style="list-style-type: none"> <li>a) Basic knowledge of stain removing agents and its technique on different surface.</li> <li>b) Removal of stain of common occurrence from various surfaces.</li> </ul>
12-13	<ul style="list-style-type: none"> <li>a) Step by step procedural demonstration of cleaning of bathroom, room and toilet.</li> <li>b) Cleaning of various metals.</li> <li>c) Check care in cleaning of bronze, copper, silver, bronze and chromium metal. Glass surface, plastic, leather, wall and wall finishes.</li> </ul>	<ul style="list-style-type: none"> <li>a) Familiarization of cleaning procedure of various metals.</li> <li>b) Care and cleaning of wooden surface and furniture.</li> <li>c) Basic knowledge of glass surface, plastic, leather and walls.</li> <li>d) The general precaution in their care and cleaning.</li> </ul>
14-15	<ul style="list-style-type: none"> <li>a) Application of kitchen hygiene such as storage of food grain and cooked foods.</li> <li>b) Proper ventilation, light, cleaning equipment /utensils.</li> <li>c) Identify the kitchen related personnel hygienic factor.</li> <li>d) Practice of Ironing, storing, cleaning, discarding of linen</li> <li>e) Practice of bed making &amp; housekeeping trolley</li> <li>f) Use of recycled water in gardening, cultivating &amp; fertilizing to grass &amp; plants</li> </ul>	<ul style="list-style-type: none"> <li>a) Knowledge of cleaning methods of food and food contacting areas.</li> <li>b) Safety precautions for gas oven, electric oven and heater.</li> <li>c) Knowledge about the personal hygiene of food handlers.</li> <li>d) Familiarization of food shop and catering establishments.</li> <li>e) Knowledge of Laundry &amp; Linen Management.</li> <li>f) Knowledge of Bed making &amp; arrangement of housekeeping trolley</li> <li>g) Basic knowledge of gardening &amp; horticulture.</li> </ul>
16	<ul style="list-style-type: none"> <li>a) Practice on the prevention of different type of the pollution such as Air, water and noise.</li> </ul>	<ul style="list-style-type: none"> <li>a) Knowledge of Air, Water and noise pollution.</li> <li>b) The causes of pollution and their control and prevention.</li> <li>c) Knowledge to use gloves, musk, cloak musk and cap, Introduction to the factor affecting the environment.</li> </ul>
17-20	<p>On the job Training (OJT) (4 weeks)</p> <p><b>Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by the section / department supervisor.</b></p>	
21	<ul style="list-style-type: none"> <li>a) Skill acquire in prevention of various pest control such as: - mosquitoes,, house flies, Cockroaches and termite.</li> <li>b) Various chemicals knowledge</li> <li>c) Upkeep and safety of chemicals &amp; from chemicals.</li> </ul>	<ul style="list-style-type: none"> <li>a) Introduction to pest control &amp; pest controlling practices</li> <li>b) Importance of pest control</li> <li>c) Procedure and methods of disinfections</li> </ul>

22-23	<p>a) Check office waste disposal:-its collection, transportation and disposal etc.</p> <p>b) Check water conservation facilities provided,</p> <p>c) Check overhead and underground tank for their proper coverage, regular chlorination and cleaning of it.</p> <p>d) Check out the purifier for drinking water, lounges and dining hall for the cleaning periodical visit to assign duty to staff.</p>	<p>a) Introduction and classification of waste such as solid liquid and papers. 'Sources of collection and its importance,</p> <p>b) Assessment of sanitary standard of housing Domestic sanitary measure.</p> <p>c) To know layout configuration workflow of men, material and equipment in different areas.</p>
24	Revision	
25	Examination	
26	Holiday	

**Note: -**

- *At least one industrial visit in every two weeks shall be arranged and the trainees will submit the activities learned there and 10 marks internal assessment will be awarded based on it.*
- *One hour soft skill classes to be arranged on daily basis.*

**Duration:** Six Months

**Semester:** Second

**Semester Code:** HK: SEM II

<b>Week No.</b>	<b>Practical</b>	<b>Theory</b>
1	<p><b>a)</b> Preventive Maintenance of office equipment such as Phone; Fax, computer, A.C. Machine, vacuum cleaners, pillars spry etc.</p> <p><b>b)</b> Demonstration 'of periodic cleaning of electrical items etc.</p>	<p><b>a)</b> Basic knowledge of different type of equipment used in housekeeping.</p> <p><b>b)</b> To have working knowledge of preventive maintenance,</p> <p><b>c)</b> To know safety measure in operation of the equipment.</p> <p><b>d)</b> Maintenance schedule, maintenance procedure, fault detection, minor repair &amp; AMC related to housekeeping equipment</p>
2	<p><b>a)</b> Ability to create suitable environment to staff and visitors.</p> <p><b>b)</b> Make aesthetic and suitable arrangement of furnishing and maintain aesthetic colour scheme.</p>	<p><b>a)</b> Knowledge of different colour scheme and selection of colour for various purposes.</p> <p><b>b)</b> Basic knowledge of type and arrangement of furnishing.</p>
3-4	<p><b>a)</b> Skill to make necessary flower arrangement in office room; dining /canteen hall.</p>	<p><b>a)</b> Basic knowledge of flower arrangement and their importance.</p>
5-6	<p><b>a)</b> Procure linen from the store and laundry and check proper storage of it.</p>	<p><b>a)</b> Describe classification, characteristics, type and importance of linen in office premises.</p> <p><b>b)</b> Knowledge about the selection, procurement and storage of Linen for rooms.</p>
7-8	<p><b>a)</b> Practice on material management, proper accounting and keeping of the linen service such as carpets, curtains, upholstery etc.</p> <p><b>b)</b> Check both external and internal Environmental hygiene of office premises.</p>	<p><b>a)</b> To know about the Security, safety, control</p> <p><b>b)</b> Role of good material. Material management in effective linen service such as carpets, curtains, upholstery etc.</p>
9-10	<p><b>a)</b> Energy conservation method adopted and utilized.</p>	<p><b>a)</b> Basic knowledge of Principle of energy conservation, its generation, distribution and prevention of wastage.</p>
11	<p><b>a)</b> Drill on different type of fire and natural Hazards.</p> <p><b>b)</b> Demonstration and instruction by Fire department of fire Brigade</p>	<p><b>a)</b> Principle of working of different type of fire extinguisher and different firefighting equipment.</p> <p><b>b)</b> Classification of fire.</p> <p><b>c)</b> Basic method of extinction of fire.</p>
12	<p><b>a)</b> To identify the fire risk area in the office</p> <p><b>b)</b> Operate fire alarm, Smoke detector. Practice on Natural hazards crisis management</p>	<p><b>a)</b> Awareness of the prevailing Act.</p> <p><b>b)</b> Knowledge of tackling dangerous situation such as earth quake, cyclones and flood.</p>

13-14	<p>a) Practice on planning, organizing, controlling and monitoring all housekeeping activities in hand for effective utilization of the resources.</p> <p>b) Maintaining various house keeping records and documents.</p> <p>c) Check the budget, quality and availability related to housekeeping equipment.</p>	<p>a) Principle of management and their application in housekeeping.</p> <p>b) What is Management Information System (MIS)</p> <p>c) Activities of MIS and maintaining records by MIS.</p>
15-16	<p>a) Method to be followed by housekeeping process: By wearing covered dress as jackets, gloves and masks.</p> <p>b) By applying disinfection spray first,</p> <p>c) By destroying all the clothes, bedding, linen etc.</p> <p>d) By cleaning all the furniture and fixtures with disinfects materials.</p> <p>e) By white washing and painting walls doors and windows.</p> <p>f) By cleaning and sterilizing all utensils reservoirs etc.</p>	<p>a) Periodical checklist for the daily, weekly and the monthly activities.</p> <p>b) Precautionary measure is to be taken while wearing Mask, applying disinfection spray, white washing and painting of walls and cleaning of furniture and fixture,</p> <p>c) Importance and safety precaution to be followed at the time of performing housekeeping procedure in sequence for restoration of long unused space.</p>
17-20	<p>On the job Training (OJT) (4 weeks)</p> <p><b>Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by the section / department supervisor.</b></p>	
21-22	<p>a) Incorporating the emerging trends in housekeeping such as outsourcing, Eco-friendly Amenities, products and process.</p> <p>b) New scientific technique. Use of IT in house keeping</p>	<p>a) Introduction to outsourcing .concept of Eco-friendly environment, product, Process and culture</p>
23-24	<p>a) Basic operation of computer, window and MS office. Practice on data entry on computer.</p> <p>b) Internet Browsing and e-mail Practice on Computer</p>	<p>a) Introduction to basic computer awareness in office management: Knowledge of Internet and e-mail. Basic concept of information Technology.</p>
25	Revision	
26	Test	

**Note: -**

- *At least one industrial visit in every two weeks shall be arranged and the trainees will submit the activities learned there and 10 marks internal assessment will be awarded based on it.*
- *One hour soft skill classes to be arranged on daily basis.*

**Trade: House keeper**

**List of Tools and Equipment  
Trainees Tool Kit for 20 Trainees + 1 Instructor**

<b><u>For Cleaning Skill</u></b>		
<b>S. No.</b>	<b>Name of the item</b>	<b>Qty.</b>
1.	Chamber maid's trolley	1
2.	Dust Pans	10
3.	Buckets/tubs	20
4.	Mugs	20
5.	Dustbins	2
6.	Mop buckets	2
7.	Spray cans for glass cleaning	20
8.	Containers for storing materials and equipment ( cup board with 10 selves)	2
<b><u>Broom and Brushes</u></b>		
1.	Broom and Brushes	5
2.	Soft brooms/hard brooms	5
3.	Carpet brushes-shampooing and dusting	5
4.	Upholstery brush	5
5.	Scrubbing brush ( floor )	5
6.	Shoe polishing brush	2
7.	W.C. brush	2
8.	Wall brush	2
9.	Long handle fringe mops	5
10.	Long handle mops dry	5
11.	Long handle mops dusting brush	5
12.	Long handle mops scrubbing brush	5
13.	Bottle brushes	5
14.	Cloths scrubbing brush	5
15.	Sponges	5
16.	Steel wool	5
17.	Nylon scrubbers (soft)	5
18.	Cotton pads'	20
19.	Blotting paper	20
20.	Duster -50cm x 50cm	20
21.	Hand mops - 50cm x 50cm	20
22.	Yellow polishing cloths	20
23.	Glass cloths	5
24.	Magnetic glass	5



<b><u>Mechanical Equipment</u></b>		
<b>S. No.</b>	<b>Name of the item</b>	<b>Qty.</b>
1.	Vacuum cleaner ( small and large ) domestic only	1 Each
2.	Floor scrubber / polisher Machine	1
3.	Carpet shampooing machine	1
4.	Ordinary step ladders of different heights 2 Nos.	2
5.	Washing machine domestic 1 No.	1
6.	Electric iron / Steam Iron with Ironing Board	2
7.	Garment Steamer	2
8.	Exhaust fan	2
9.	Sinks for washers	2
10.	Metal stand for drying cloths	2
11.	Water filter and purifier	1
12.	Geyser 25 Ltrs.	1
13.	Electric oven/gas oven/Micro oven	1
14.	Refrigerator (domestic) Double Door 350 Ltrs.	1
15.	Electrical accessories' (i.e. fan, light etc.)	As per requirement
16.	Computer with latest configuration	1
17.	Laser Printer	1
18.	MS office software	1
19.	Telephone	1
20.	Fax	1
21.	Photocopier	1
22.	Fire Extinguisher – Co2 / DCP	4
<b>Cleaning Material</b>		
1.	Detergent	As per Requirement
2.	Deodorants	As per Requirement
3.	Anti-septic	As per Requirement
4.	Disinfectants	As per Requirement
5.	Room fresheners	As per Requirement
6.	Carpet shampooing lotion	As per Requirement
7.	Common stain removal agents	As per Requirement
8.	Polishing agents	As per Requirement