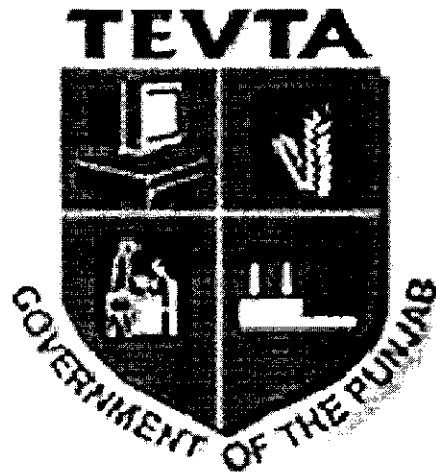


GOVERNMENT OF THE PUNJAB
TECHNICAL EDUCATION & VOCATIONAL
TRAINING AUTHORITY



CURRICULUM FOR
BASIC HOUSEKEEPING (ROOM ATTENDANT)

(3-Months Course)

Revised April 2016

APPROVED

Date: 7-4-16

Sign: 

CURRICULUM SECTION
ACADEMICS DEPARTMENT

96-H, GULBERG-II, LAHORE

Ph # 042-99263055-9, 99263064

gm.acad@tevta.gop.pk, manager.cur@tevta.gop.pk

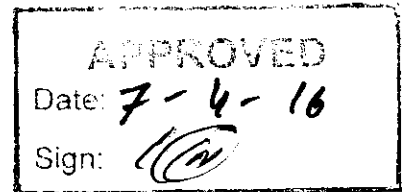
TRAINING OBJECTIVES

This course aims at imparting practical skills and theoretical knowledge for developing adequately trained Housekeeper with a view to satisfy the manpower requirement of this category in the Housekeeping of a Hotel, Restaurant, Resort, Club or any other lodging unit. One of the major objectives is to impart knowledge, which is required for highest standards in Housekeeping.

At the end of the course a trainee will learn about Housekeeping & its organization, principles & practices, use of different cleaning tools & equipments and preventive maintenance etc. He will also learn how to ensure personal conditions and working environment to be hygienic and clean.

CURRICULUM SALIENTS

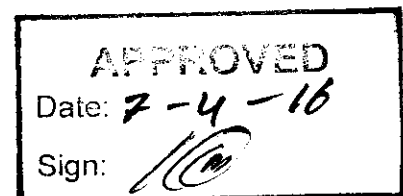
Entry Level	:	Primary / Middle
Duration of course	:	3 - Months
Total training hours	:	400 Contact Hours
Training Methodology	:	Practical 80%
		Theory 20%
Medium of instructions	:	Urdu / English



SKILL PROFICIENCY DETAILS

On successful completion of this course the trainee will acquire the following skills.

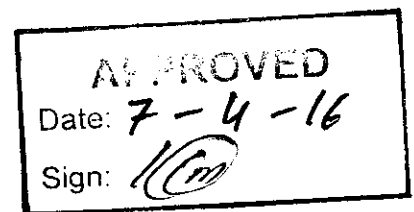
1. Procedures and Techniques of cleaning.
2. Functioning of different equipments used.
3. Cleaning of different areas of lodging property.
4. Laundry process in an establishment.
5. Handling and use of chemicals to be used in cleaning and hygiene.
6. Presenting highest hospitality standards, responding VIPs.
7. Bed making and room setting.



KNOWLEDGE PROFICIENCY DETAILS


On successful completion of this course the trainee will acquire the following knowledge.

1. Personal Hygiene appearance and grooming.
2. Organization and role of Housekeeping in a lodging establishments.
3. Cleaning needs and guest requirements.
4. Cleaning standards of public areas.
5. Pest control and personal safety issues.



SCHEME OF STUDIES**BASIC HOUSEKEEPING****(3-Months Course)**

S. No	Main Topics	Theory Hours	Practical Hours	Total Hours
1.	Introduction To Housekeeping	10	-	10
2.	Cleaning, Principles And Practices	20	10	30
3.	Guest Rooms, Components And Key	10	8	18
4.	Housekeeping Trolley (Maid Cart) Maintenance, Guest Room Cleaning And Handover Procedure	20	15	35
5.	Cleaning Of Public Area	8	15	23
6.	Practical Tasks	-	224	224
7.	I.T Fundamentals	4	16	20
8.	Functional English	15	25	40
Total Hours		87	313	400

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DETAIL OF COURSE CONTENTS**Basic House Keeping
(3-Months Course)**


Sr. No.	Subject main Topic	Theory Hours	Practical Hours
1.	Introduction To Housekeeping 1.1 Classification of hotels 1.2 The Role of the Housekeeping department 1.3 Housekeeping personnel 1.4 Dress Codes and Uniforms of housekeeping 1.5 Personal Hygiene & Safety 1.6 Communication 1.7 Handling Guest Complaints	10	-
2.	Cleaning, Principles And Practices 2.1 Definition of cleaning 2.2 Definition of Soiling 2.3 Equipment and Materials 2.4 Cleaning Agents 2.5 Principles of cleaning and cleaning procedures 2.5.1 Different cleaning techniques	20	10
3.	Guest Rooms, Components And Key 3.1 Types of Rooms 3.2 The components of the guest bed room 3.3 Bed types and Linen requirements standards 3.4 Key and Key Control	10	8
4.	Housekeeping Trolley (Maid Cart) Maintenance, Guest Room Cleaning And Handover Procedure 4.1 Function of Housekeeping trolley (maid cart) 4.2 Efficient Room Cleaning 4.2.1 Sequence for Cleaning and Servicing a Guest Room 4.3 Cleaning of a Vacant Room 4.4 Closing down and preparing for the next shift	20	15
5.	Cleaning Of Public Area 5.1 Public Areas 5.1.1 Cleaning restaurant and bar areas 5.1.2 Public restrooms 5.1.3 Cleaning lifts	8	15

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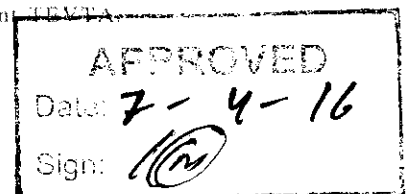
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6	<p>Practical Tasks of Room Attendant</p> <p>6.1: Assignment Sheet 6.2: Cleaning Supply Caddies 6.3: Carts 6.4: "DND" Rooms 6.5: Enter Room 6.6: Position Cart 6.7: Room Cleaning Sequence 6.8: Check-Out Rooms 6.9: Deep Cleaning Rooms 6.10: Empty Trash 6.11: Room Service Trays/Tables 6.12: Remove Dirty Terry and Bed Linens 6.13: Fresh Linen 6.14: Clean Vanity/Sink/Mirror/Hair Dryer 6.15: Clean Toilet 6.16: Clean Shower/Tub 6.17: Clean Shower Curtain/Liner 6.18: Facial/Toilet Tissue 6.19: Refresh Towels 6.20: Replace Bathroom Amenities 6.21: Clean Bathroom Door 6.22: Clean Bathroom Floors 6.23: Making a Bed 6.24: Clean Under Bed 6.25: Bathrobes/Slippers 6.26: Straighten Guest Personal Items with Permission 6.27: Clean Closet/Door/Safe 6.28: Clean Furniture 6.29: Sofa, Chairs and Cushions 6.30: Clean Artifacts 6.31: Clean Pictures/Mirrors/Frames 6.32: Dusting of Television/VCR/Remote/LCD 6.33: Clean Alarm/Clock Radio 6.34: Clean Lamps/Light Switches 6.35: Clean Telephones 6.36: Clean Ice Bucket/Tray 6.37: Clean Mini Bar 6.38: Align Drapes and Clean Shutters/Blinds 6.39: Replace Bedroom Amenities 6.40: Clean Balcony/Patio/Plants 6.41: Clean Windows 6.42: Clean Entrance Door(s) 6.43: Clean Air Condition/Heating Unit 6.44: Clean Baseboards/Ledges</p>	-	224
TOTAL		68	272

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LIST OF PRACTICALS

1. Identification of equipment and materials for cleaning
2. Use of various cleaning Agents
3. Application of different cleaning techniques
4. Use of different Bedding techniques
5. Application of linen in room
6. Assignment Sheet
7. Cleaning Supply Caddies
8. Carts
9. "DND" Rooms
10. Enter Room
11. Position Cart
12. Room Cleaning Sequence
13. Check-Out Rooms
14. Deep Cleaning Rooms
15. Empty Trash
16. Room Service Trays/Tables
17. Remove Dirty Terry and Bed Linens
18. Fresh Linen
19. Clean Vanity/Sink/Mirror/Hair Dryer
20. Clean Toilet
21. Clean Shower/Tub
22. Clean Shower Curtain/Liner
23. Facial/Toilet Tissue
24. Refresh Towels
25. Replace Bathroom Amenities
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28. Making a Bed
29. Clean Under Bed
30. Bathrobes/Slippers
31. Straighten Guest Personal Items with Permission
32. Clean Closet/Door/Safe



33. Clean Furniture
34. Sofa, Chairs and Cushions
35. Clean Artifacts
36. Clean Pictures/Mirrors/Frames
37. Dusting of Television/VCR/Remote/LCD
38. Clean Alarm/Clock Radio
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41. Clean Ice Bucket/Tray
42. Clean Mini Bar
43. Align Drapes and Clean Shutters/Blinds
44. Replace Bedroom Amenities
45. Clean Balcony/Patio/Plants
46. Clean Windows
47. Clean Entrance Door
48. Clean Air Condition/Heating Unit
49. Clean Baseboards / Ledges

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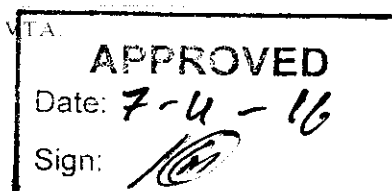
SCHEME OF STUDIES
I.T Fundamentals

S.No	Main Topics	Theory Hours	Practical Hours	Total Hours
1.	Introduction to Computers	1	4	5
2.	Typing - Microsoft Word	2	6	8
3.	Internet & Electronic Mail	1	6	7
Total		04	16	20

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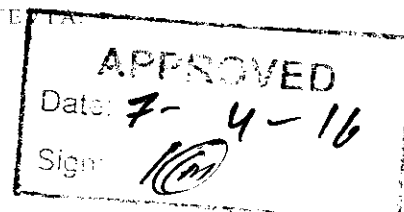
DETAIL OF COURSE CONTENTS
I.T Fundamentals

S. No	Detail of Topics	Theory Hours	Practical Hours
1	<p>Introduction to Computers</p> <p>1.1 What is a computer- Definition, functions and general features?</p> <p>1.2 What is Hardware –</p> <p> 1.2.1 Computer parts and units</p> <p> 1.2.1.1 Input Unit - Keyboard, Mouse etc.</p> <p> 1.2.1.2 Central Processing Unit</p> <p> 1.2.1.3 Output Unit</p> <p>1.3 What is Software –</p> <p> 1.3.1 Electronic Parts of a Pc it is</p> <p> 1.3.1.1 Software and Its types</p> <p> 1.3.1.2 System Software, Application Software</p> <p>1.4 Working with windows Operating System</p> <p> 1.4.1 How does windows desktops work?</p> <p>1.5 What are the Icons, Shortcuts and other graphic,</p> <p> 1.5.1 How to see computer contents on different drives etc</p>	1	4
2	<p>Typing and Word processing (MS Word)</p> <p>2.1 Proper way of typing correct and speedy - getting familiar with the keys</p> <p>2.2 Where to type in computer? How to save a file? How to get it back? Where to find your saved work?</p> <p>2.3 How to get it printed?</p>	2	6
3	<p>Emailing and Internet Surfing</p> <p>3.1 How to go to Internet, what is required for an internet connection etc.</p> <p>3.2 How to use email? How to search on web? Etc</p> <p>3.3 How to make new email account, login and logout an email account etc.?</p>	1	6
Total		04	16



LIST OF PRACTICALS
I.T Fundamentals

S. No.	Name of Practical
1.	Turn On/Off and setting of power supply
2.	Accessing The Desktop
3.	Using of Icons and Shortcuts
4.	Setting / customizing the desktop
5.	Viewing the contents of computer – Directory
6.	Copying, Deleting and Moving Files in a folder
7.	Working with different Applications
8.	Opening MS Word for typing
9.	First lesson of Typing A S D F
10.	Second Lesson of typing J K L ;
11.	Third Lesson U I O P
12.	Fourth Lesson R E W Q
13.	Fifth Lesson N M , .
14.	Sixth Lesson V C X Z
15.	Seventh Lesson All letter using R index Finger
16.	Eighth Lesson All letter using L index Finger
17.	Formatting in MS Word Bold, Italic etc.
18.	Using Internet
19.	Opening Email, making new account
20.	Sending Receiving Emails



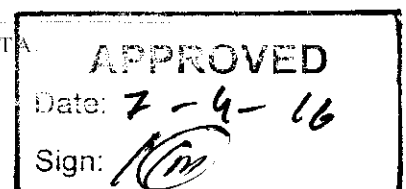
SCHEME OF STUDIES
Functional English

S.No	Main Topics	Theory Hours	Practical Hours	Total Hours
1.	Introduction of English Sentence Structure	2	3	5
2.	Use of present indefinite tense	2	3	5
3.	Use of 'is' 'are' 'am' questions and negatives	2	3	5
4.	Ask questions	2	3	5
5.	Express daily routines	2	3	5
6.	Know how to address people	1	2	3
7.	Provide written feedback	1	2	3
8.	Dialogues	1	2	3
9.	Understand vocabulary	1	2	3
10.	Application/C.V.	1	2	3
Total		15	25	40

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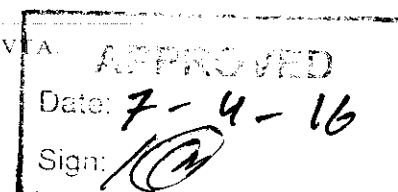
DETAIL OF COURSE CONTENTS
Functional English

S. No	Detail of Topics	Theory Hours	Practical Hours
1	Introduction of English sentence structure	2	3
2	Use of present indefinite tense with exercises	2	3
3	Use of 'is' 'are' 'am' questions and negatives	2	3
4	4.1 Ask questions 4.1.1 At work place 4.1.2 In the market 4.1.3 In classroom	2	3
5	5.1 Express daily routines 5.1.1 Before going to college 5.1.2 Dealing with colleagues 5.1.3 Going to market	2	3
6	6.1 Know how to address people 6.1.1 In Meetings 6.1.2 In class	1	2
7	7.1 Provide written feedback 7.1.1 After visiting the market 7.1.2 On some official task	1	2
8	8.1 Dialogues 8.1.1 With colleague 8.1.2 Teacher/student 8.1.3 Employer/employee 8.1.4 Booking on railway station	1	2
9	Understand vocabulary	1	2
10	Application / C.V.	1	2
Total		15	25



LIST OF PRACTICALS
Functional English

S. No.	Practical
1.	Group discussion
2.	Interviews
3.	Role play



LIST OF LABS

Basic House Keeping

- Mock Room

I.T Fundamentals

- Computer Lab


LIST OF TOOLS AND EQUIPMENT
(FOR CLASS OF 25-STUDENTS)

Name Of Trade	Basic Housekeeping
Duration Of Course	3-Months

S. No.	Tools / Equipments	Quantity
1.	Cleaning Cloths	25
2.	Dust Mop	6
3.	Vacuum Cleaner Dusting Attachment	1
4.	Trash Cans	1
5.	Recycling Bins	3
6.	Bathroom Cleaner or Wipes	4
7.	Sponges	6
8.	Scrubbers	6
9.	Gloves (Pairs)	6
10.	Broom	6
11.	Dustpan	6
12.	Vacuum Cleaner	1
13.	Mop Bucket	1
14.	Wet mops	12
15.	Washing machine	1
16.	Polishing machine/Buffering/Scrubbing/ Floor Maintainer	1
17.	Housekeeping trolley	1

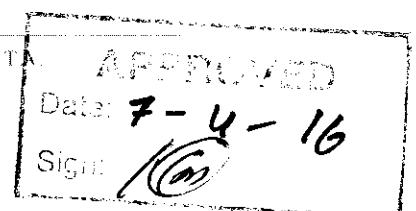
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MOCK ROOM

S. No.	Name of Items	Quantity
1.	Bed Set (Queen Size Bed, Mattress, 2 side tables, Dresser, Mirror, Stool)	1
2.	Sofa (Single Seater)	2
3.	Nest Table	1
4.	Wooden Chair	1
5.	Mini Fridge	1
6.	Fixture (Bathroom accessories, Cabnits)	1
7.	Table Lamp	2
8.	Stand Lamp	2
9.	Curtains	1
10.	Room Carpet	1



COMPUTER LAB

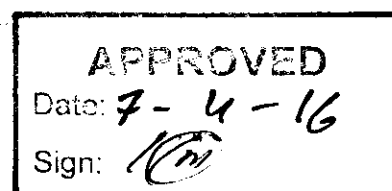
S. No.	Tools / Equipment	Quantity
1.	Desktop computer (Specifications as per notification issued by MIS Section, TEVTA)	26 (1 for each student & 1 for the teacher)
2.	Printer (Laser)	01
3.	Scanner	01
4.	Internet Connection (At least 1 MB speed)	01
5.	UPS 10 KVA	01
6.	Air Conditioner 1 ½ Ton	02
7.	Multimedia Projector	01

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LIST OF CONSUMABLE MATERIAL

Name of Trade	Basic House Keeping (Room Attendant)
Duration of Course	3-Months

S. No.	Item	Quantity
1	Hand wash	6 Bottles
2	Water based Sanitizer	6 Bottles
3	Oil based Sanitizer	10 Liter
4	Dish Wash	15 Kg
5	Glint	20 Bottles
6	Floor Wash	30 Liter
7	Harpic	24 Bottles
8	Sweep	12 Bottles
9	Bleach	20 Liter
10	Phenyl	20 Liter
11	Air Freshener	24 Bottles
12	Coopex Powder	5 Kg
13	Cleaner (Electronic Shiner)	2 Nos.
14	Mop Set (Dry)	12 Nos.
15	Mop Set (Wet)	12 Nos.
16	Duster Cotton	24 Pieces
17	Duster Towel	24 Pieces
18	Dustbin Liner	5 Kg
19	Detergent/Vim	10 Kg
20	Brush (Toilet Brush)	24 Nos.
21	Wiper	24 Nos.
22	Spray Guns	24 Nos.
23	Soap	2 Dozen
24	Shower Gel	100 sachet
25	Shampoo	100 Sachet
26	Cleaning Bucket	24 Nos.
27	Hand Brush (Hard Brush with Stand)	24 Nos.

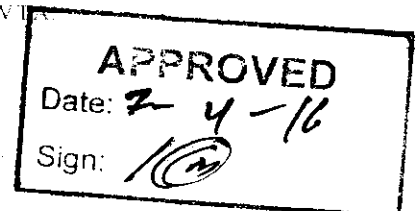


Functional English

S. No.	Item	Quantity
1.	Stationery	As per requirement
2.	Board Markers	As per requirement

I.T Fundamentals

S. No.	Item	Quantity
1.	Printing Paper	As per requirement
2.	Printer Toner	As per requirement



MINIMUM QUALIFICATION OF INSTRUCTOR

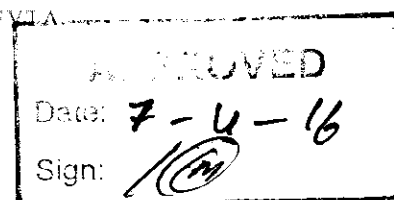
- Bachelor Degree Holder (Hospitality)
OR
- B.Sc. (Home Economics)
OR
- A certified Housekeeper
OR
- Graduate with minimum 02 years experience of Housekeeping.

Functional English

- M.A. (English)

I.T Fundamentals

- DAE CIT/ BCS from HEC recognized university



REFERENCE BOOKS

Basic House Keeping

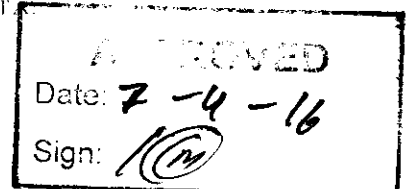
1. Hotel, Hostel and Hospital Housekeeping, by Joan C.BR Anson & Margaret Lennox 5th Edition 1989, Publisher: Hodder & Stoughton

Functional English

1. High School English Grammar By Wren & Martin
2. Oxford English Grammar

I.T Fundamentals


1. Introduction to Computer by Peter Norton
2. 2007 Microsoft® Office System Step by Step by Joyce Cox, Steve Lambert and Curtis Frye
3. Internet and E-mail with Windows 7 by Studio Visual Steps



EMPLOYABILITY OF GRADUATES

On successful completion of this course, trainees can find employment in following sectors:

1. Work as a Housekeeper in hotel, Restaurants, Club, Resort or any other Lodging organization.
2. Hospitals, Air lines or with any janitorial department.

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Date: 7-4-16
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LIST OF TRADE RELATED JARGON

- Garbage
- House Keeping
- Resort
- Hygiene
- Hospitality
- "DND" (Do Not Disturb) Rooms
- Vanity Box
- Lodging Unit
- Preventive Maintenance
- Pest Control
- Safety
- Insect Killer
- First Aid Box

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Curriculum Development Committee

1. **Muhammad Mukhtar** **Convener**
Chief Instructor
HOD, Food Department
GCT, Samanabad
Faisalabad
2. **Muhammad Umar Farooq** **Member**
Lecturer (Hotel & Management)
GTTI Gulberg, Lahore
3. **Muhammad Ajmal,** **Member**
Instructor (HOD) Food Technology,
GCT Sahiwal

