



BBA Hospitality Management  
Semester- II

Course Code	UM02 MA BBH02	Title of the Course	Housekeeping Operations (T+P)
Total Credits of the Course	04	Hours per Week	04

Course Objectives:	<ol style="list-style-type: none"><li>1. The objective of this course is to understand operation of housekeeping department in 5 star hotels and provide knowledge of first-aid, which would be helpful in taking care of resident guest.</li><li>2. Students will know about the hierarchy of Housekeeping department.</li><li>3. Students will be able to know about various types of cleaning agents and equipments of used in 5 star hotels.</li><li>4. Students will learn about coordination between departments.</li></ol>
--------------------	---

Course Content		
Unit	Description	Weightage* (%)
1.	<b>Importance of Housekeeping</b> <ul style="list-style-type: none"><li>• Layout of Housekeeping department</li><li>• Function of Housekeeping</li><li>• Co-ordination with other departments:- Maintenance, Front office, F&amp;B, F&amp;P, security, HR etc</li><li>• Housekeeping staff's attributes (Selfstudy)</li></ul>	25%
2.	<b>Cleaning Equipment and Agent</b> <ul style="list-style-type: none"><li>• Classification of equipment and use:- Manual and mechanical</li><li>• Care and cleaning of equipment</li><li>• Various cleaning agents and use.</li></ul>	25%
3.	<b>Cleaning Science</b> <ul style="list-style-type: none"><li>• Definition of cleaning</li><li>• SOP's of cleaning of public and guest area</li><li>• Types of cleaning:- Daily, Weekly, Periodic and Spring cleaning</li><li>• Room cleaning service- occupied, check out, Turndown service</li><li>• Public area cleaning- Lobby, corridor, Elevator, etc.</li></ul>	25%
4.	<b>First Aid:</b> <ul style="list-style-type: none"><li>• General Principles of first aid.</li><li>• Aims of first aid</li><li>• Scope, Treatment and Rules of First Aid</li><li>• Artificial Respiration</li><li>• Miscellaneous condition Approach to causality</li><li>• Handling and transporting an injured person</li></ul>	25%



**SARDAR PATEL UNIVERSITY**  
Vallabh Vidyanagar, Gujarat  
(Reaccredited with 'A' Grade by NAAC (CGPA 3.11))  
Syllabus with effect from the Academic Year 2023-2024

	<ul style="list-style-type: none"><li>• Equipment and content of first aid box</li></ul>	
--	--	--

Teaching-Learning Methodology	Lecture, Practical learning, project and assignment, E- learning and training manual
-------------------------------	--

Evaluation Pattern		
Sr. No.	Practical	Weightage
1.	Introduction to cleaning equipments and agents.	25%
2.	Introduction to hotels rooms and department's structure.	25%
3.	Introduction and using of First-aid.	25%
4.	Introduction to guest room's furniture and supplies.	25%

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

<b>Course Outcomes:</b> Having completed this course, the learner will be able to-	
1.	Perform duties related to Housekeeping department and organising.
2.	be familiar with cleaning equipments and know cleaning procedure
3.	Demonstrate about guest's room furniture, fixture and bed.
4.	Prepare first aid kit and know techniques of respiration.
5.	Practices of placing room supplies and amenities.



**SARDAR PATEL UNIVERSITY**  
**Vallabh Vidyanagar, Gujarat**  
**(Reaccredited with 'A' Grade by NAAC (CGPA 3.11))**  
**Syllabus with effect from the Academic Year 2023-2024**

Suggested References:

Sr. No.	References
1.	Hotel Housekeeping - G. Raghubalan and Smritee Raghubalan- Publisher Oxford university press
2.	Housekeeping A Training Manual - Sudhir Andrews- publisher McGraw Hill Education
3.	Managing Housekeeping Operation - Aleta Nitschke and William D. Frye - Publisher Educational Institute of the Amer hotel

On-line resources to be used if available as reference material

On-line Resources

1). [WWW.hmhub.me](http://WWW.hmhub.me)

2). [WWW.hmhelp.in](http://WWW.hmhelp.in)

\*\*\*\*\*