

**SARDAR PATEL UNIVERSITY**  
**Programme: BBA (Hospitality Management)**  
**Semester: III**  
**Syllabus with effect from: June-2012**

**Theory**

<b>Paper Code: UM03CBBH04</b>	<b>Total Credit:3</b>
<b>Title Of Paper: Housekeeping Operation-II (T+P)</b>	

<b>Unit</b>	<b>Description in detail</b>	<b>Weighting (%)</b>
I	<p><b>Record Keeping</b>            Various Housekeeping reports            Room occupancy report            Checking discrepancy Reports            VIP's in the house            Unusual incidents            Maintaining linen records(includes par stock and Inventory)            Equipment records such as purchase record            Maintenance, revaluation and servicing.</p> <p><b>Staffing:</b>            Selection,            Training,            Staff ratios,            Problem solving – Absenteeism, turnover, poor appearance and hygiene, poor performance etc,            Performance appraisal</p>	25 %
II	<p><b>Budgeting in the house keeping dept / Material planning:</b>            Goals            Capital improvements/Operating Budgets and pre-opening budget            Priority for replacement            Request for money for operating costs and refurbishing.</p> <p><b>First Aid:</b>            General Principles of first aid,            Aims of first aid            Scope, Treatment and Rules of First Aid            Artificial Respiration            Miscellaneous condition            Approach to causality            Handling and transporting an injured person            Equipment and content of first aid box</p> <p><b>Textiles</b>            Classification of fibers and fabrics            Characteristics, uses and examples of commonly used fabrics            Finishing process given to the fabric</p>	25 %
III	<p><b>Flower arrangement</b>            Different types of flower arrangement            Conditioning of flower material            Points to be observed to make a good arrangement            Arrangement to suit various sites and occasion in the hotel</p>	25 %



	<b>Contract cleaning</b> Definition Advantage and disadvantage Different types of contract	
IV	<b>Housekeeping supervision</b> Housekeeping control desk Linen exchange procedure Laundry slip, exchange of uniform Duty roaster Cleaning frequency Preparing room for special event and functions New trends in hotel industry <b>Introduction to furnishing and décor</b> Colour and light Window and window treatment Wall finishes Floor finishes Floor covering Carpet Furniture arrangement in room Polishing of different surfaces	

## Practical

<b>Paper Code: UM03CBBH04</b>	<b>Total Credit:3</b>
<b>Title Of Paper: Housekeeping Operation-II (T+P)</b>	

	Description in detail	
	Polishing of wooden surfaces – Practice	
	Inspection of guest room, public area by using check list for inspection of the above mentioned work –Practice	
	Periodic cleaning, recycling of potted plant and flowers	
	Flower arrangement	
	Use of washing machine Laundering procedures for various fabrics studied in the classroom Sorting of laundry, ironing and storing after the laundering	
	Bed making – Single and double	
	Over all supervision of the premises	

### Basic Text & Reference Books:

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| <ul style="list-style-type: none"> <li>➤ Branson</li> <li>➤ Sudhir Andrews</li> <li>➤ Raghubalan</li> </ul> | <ul style="list-style-type: none"> <li>Hotel, Hostel, Hospital Housekeeping</li> <li>Housekeeping Training Manual</li> <li>Hotel Housekeeping</li> </ul> |
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