

**SARDAR PATEL UNIVERSITY**  
**PROGRAMME: BBA (HONS') (Hospitality Management) (3 Years)**  
**(Under Choice Based Credit System Based on UGC Guidelines)**  
**Syllabus with effect from: November / December-2018**

**Semester: II**

<b>Paper Code: UM02CBBH24</b>	<b>Total Credits: 3</b>
<b>Title of Paper: House Keeping Operation – I (T+P)</b>	
<b>Objective :</b> The objective of this course is to understand operation of housekeeping department in 5-star hotel and provide knowledge of first-aid, which would helpful in taking care of resident guest.	

Unit No.	Description in Detail	Weightage (%)
<b>I</b>	<b>Importance of Housekeeping</b> Layout of Housekeeping department Hierarchical structure of House Keeping Co-ordination with other departments	<b>25%</b>
<b>II</b>	<b>Cleaning Equipment and Agent</b> Classification of equipment Uses of various equipments Various cleaning agents Cleaning of Public and Floor areas	<b>25%</b>
<b>III</b>	<b>Soft and Hard Furnishing</b> Curtains Carpets Terrazzo Marble, Granite, Vitrified Tiles, Viyle etc. Wood Flooring and Furniture	<b>25%</b>
<b>IV</b>	<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	<b>25%</b>

**Practical**

<b>1</b>	Cleaning of Floor areas and Upholstered furniture - <b>Practice</b>
<b>2</b>	Planning of duty roster for class four employees and evaluating its Implementations – <b>Practice</b>
<b>3</b>	Planning and organizing of group activities (cleaning - <b>Demonstration</b> )
<b>4</b>	Furniture arrangements in guest rooms, lounge, lobby etc. <b>Demonstration</b>

## **Evaluation :**

1. The examination will be conducted in two parts: Written and Practical. Both will carry equal weightage in internal as well as external examination in the ratio of **60:40**.
2. The Written examination will be of **Two Hours** duration and carry **60 Marks**.
3. Practical examination will comprises of practical in respective area / subject, Journal Preparation and Viva Voce.
4. The total number of marks obtained by a candidate out of **120**, i.e. the total of written and practical examination shall be divided by two as to get marks out of **60** at external examination.

## **Reference Books:**

- Branson Hotel, Hostel, Hospital Housekeeping
- Sudhir Andrews Housekeeping Training Manual
- Raghubalan Hotel Housekeeping