



**BBA HONOURS HOSPITALITY MANAGEMENT- 3Years**  
**(Under Choice Based Credit System Based on UGC Guidelines)**  
**BBA Hospitality Management Semester- II**

Course Code	UM02CBBH74	Title of the Course	House Keeping Operations-I
Total Credits of the Course	03	Hours per Week	03

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></ol>
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Course Content		
Unit	Description	Weightage* (%)
1.	<b>Importance of Housekeeping</b> Layout of Housekeeping department Function of Housekeeping Co-ordination with other departments- Maintenance, Front office, F&B, F&P, security, HR etc Housekeeping staff's attributes (Self study)	25%
2.	<b>Cleaning Equipment and Agent</b> Classification of equipment and use- Manual and mechanical Care and cleaning of equipment Various cleaning agents and use. Room cleaning service- occupied, check out Public area cleaning- Lobby, corridor, Elevator, etc. SOP's of cleaning of public and guest area (Self study)	25%
3.	<b>Furniture, Fixture and supplies</b> Different types of mattress Furniture and fixture of guest room Guest room supply Lost and found procedure Soft furnishing and upholstery (Self study)	25%
4.	<b>First Aid:</b> General Principles of first aid, Aims of first aid	25%



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	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	

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

Course Outcomes: 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.

Suggested References:	
Sr. No.	References
1.	Hotel Housekeeping - G. Raghubalan and Smritee Raghubalan- Publisher Oxford university press



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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

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

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

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