

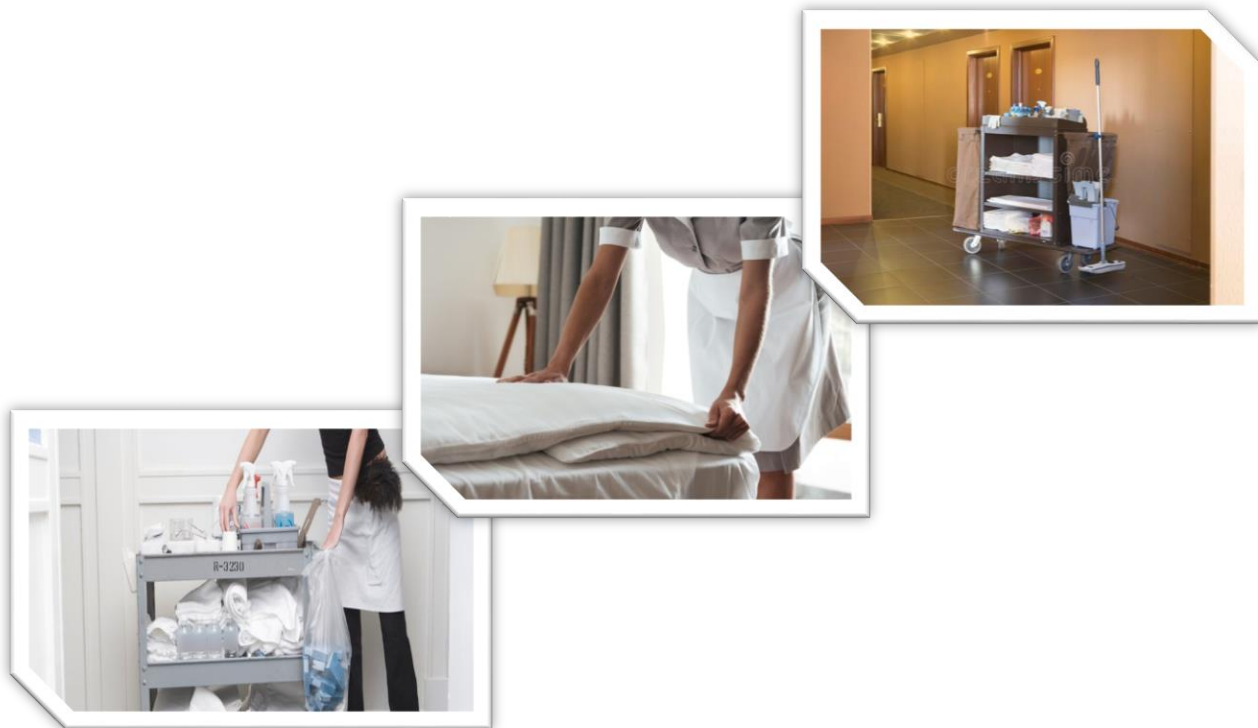
# HOUSE KEEPER (HOTEL)

COMPETENCY BASED CURRICULUM

(Duration: 1 Year 3 Months)

APPRENTICESHIP TRAINING SCHEME (ATS)

NSQF LEVEL- 4



**SECTOR – TOURISM AND HOSPITALITY**



GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP  
DIRECTORATE GENERAL OF TRAINING

*HOUSE KEEPER (HOTEL)*

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(Revised in 2018)

**APPRENTICESHIP TRAINING SCHEME (ATS)**

**NSQF LEVEL - 4**

Developed By  
Ministry of Skill Development and Entrepreneurship  
Directorate General of Training  
**CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**  
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1. Welcom Hotel, Vadodara, Gujarat
2. Hotel Revival Lords Inn, Vadodara, Gujarat
3. Gujarat Institute of Hotel Management
4. Surya Palace Hotel, Vadodara, Gujarat

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**1.1 Apprenticeship Training Scheme under Apprentice Act 1961**

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate(ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are four categories of apprentices namely; **trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

**1.2 Changes in Industrial Scenario**

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

**1.3 Reformation**

The Apprentices Act, 1961 has been amended and brought into effect from 22<sup>nd</sup> December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.

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- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

**2.1 GENERAL**

Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers range of vocational training courses catering to the need of different sectors of economy/ Labour market. The vocational training programmes are delivered under aegis of National Council of Vocational Training (NCVT). Craftsman Training Scheme (CTS) and Apprenticeship Training Scheme (ATS) are two pioneer programmes of NCVT for propagating vocational training.

House Keeper (Hotel) trade under ATS is one of the most popular courses delivered nationwide through different industries. The course is of one year (01 Block) duration. It mainly consists of Domain area and Core area. In the Domain area Trade Theory & Practical impart professional - skills and knowledge, and Employability Skills imparts requisite core skills & knowledge and life skills. After passing out the training programme, the trainee is being awarded National Apprenticeship Certificate (NAC) by NCVT having worldwide recognition.

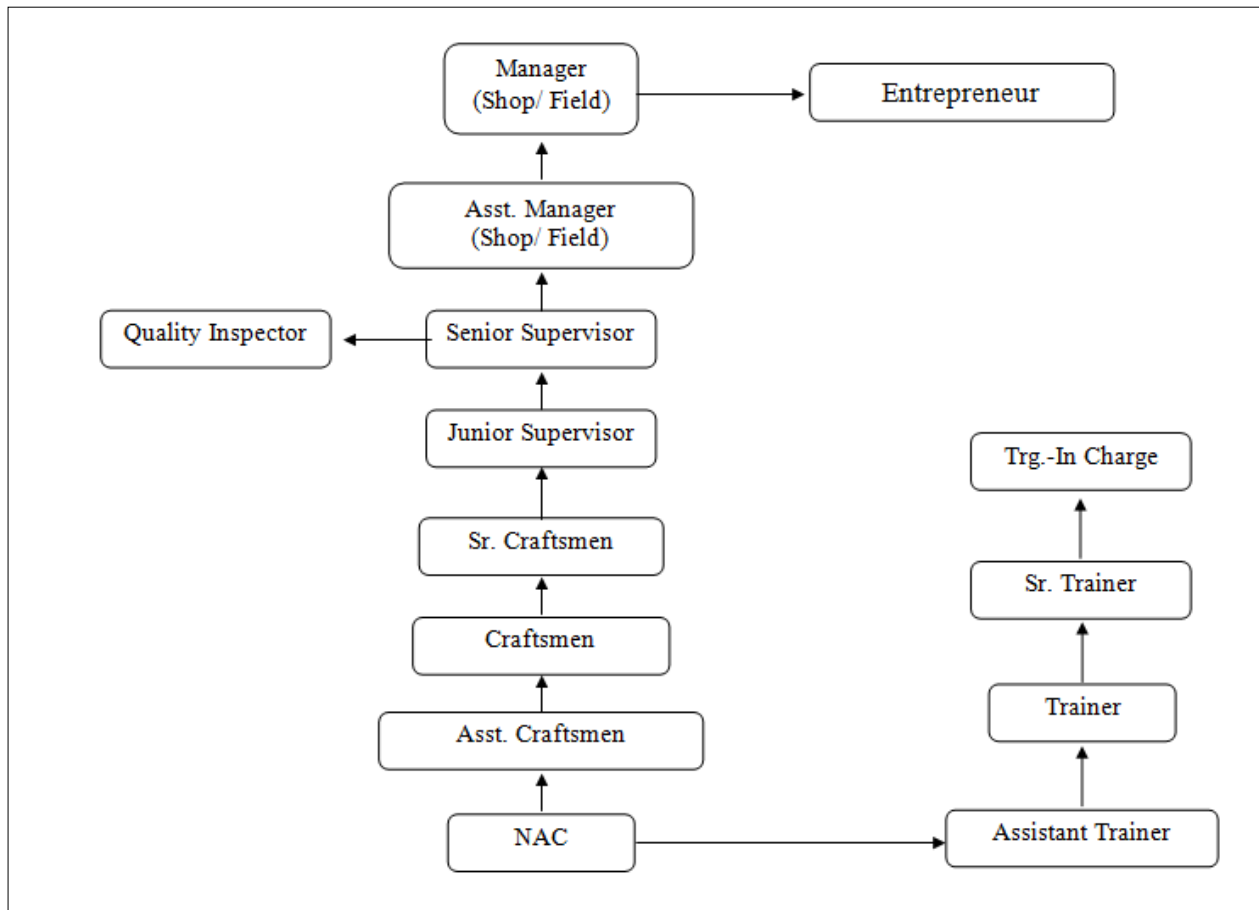
**Broadly candidates need to demonstrate that they are able to:**

- Read & interpret technical parameters/document, plan and organize work processes, identify necessary materials and tools;
- Perform task with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge, & employability skills while performing jobs and solve problem during execution.
- Check the job/assembly as per drawing for functioning, identify and rectify errors in job/assembly.
- Document the technical parameters related to the task undertaken.

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### 2.2 CAREER PROGRESSION PATHWAYS:

- Indicative pathways for vertical mobility.



### 2.3 COURSE STRUCTURE:

Table below depicts the distribution of training hours across various course elements during a period of one year (*Basic Training and On-Job Training*): -

**Total training duration details: -**

Time (in months)	1-3	4 - 15
Basic Training	Block– I	-----
Practical Training (On - job training)	----	Block – I

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### A. Basic Training

For 02 yrs. Course (Non-Engg.):- **Total 03 months:** 03 months in 1<sup>st</sup>yr. only

For 01 yr. Course (Non-Engg.):- **Total 03 months:** 03 months in 1<sup>st</sup> yr.

Sl. No.	Course Element	Total Notional Training Hours
		<b>For 01 yr. course</b>
1	Professional Skill (Trade Practical)	270
2	Professional Knowledge (Trade Theory)	120
3	Employability Skills	110
	<b>Total (including Internal Assessment)</b>	<b>500</b>

### B. On-Job Training:-

For 01 yr. Course (Non-Engg.) :- ( **Total: 12months**)

Notional Training Hours for On-Job Training: 2080 Hrs.

### C. Total training hours:-

Duration	Basic Training	On-Job Training	Total
<b>For 02 yrs. Course</b> (Non-Engg.)	500 hrs.	3640 hrs.	4140 hrs.
<b>For 01 yr. Course</b> (Non-Engg.)	500 hrs.	2080 hrs.	2580 hrs.

## 2.4 ASSESSMENT & CERTIFICATION:

The trainee will be tested for his skill, knowledge and attitude during the period of course and at the end of the training programme as notified by Govt of India from time to time. The Employability skills will be tested in first two semesters only.

- The **Internal assessment** during the period of training will be done by **Formative assessment method** by testing for assessment criteria listed against learning outcomes. The training institute have to maintain individual *trainee portfolio* as detailed in assessment guideline. The marks of internal assessment will be as per the template (Annexure – II).
- The final assessment will be in the form of summative assessment method. The All India Trade Test for awarding NAC will be conducted by NCVT on completion of course as per

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guideline of Govt of India. The pattern and marking structure is being notified by govt of India from time to time. **The learning outcome and assessment criteria will be basis for setting question papers for final assessment. The examiner during final examination will also check** individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

### 2.4.1 PASS REGULATION

The minimum pass percent for Practical is 60% & minimum pass percent for Theory subjects 40%. The candidate pass in each subject conducted under all India trade test.

### 2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking assessment. Due consideration should be given while assessing for team work, avoidance/reduction of scrap/wastage and disposal of scarp/wastage as per procedure, behavioral attitude, sensitivity to environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences of internal assessments are to be preserved until forthcoming semester examination for audit and verification by examination body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60 -75% to be allotted during assessment	
For performance in this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.	<ul style="list-style-type: none"><li>• Demonstration of good skill in the use of hand tools, machine tools and workshop equipment</li><li>• Below 70% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the</li></ul>

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	<p>component/job/set standards.</p> <ul style="list-style-type: none"> <li>• A fairly good level of neatness and consistency in the finish</li> <li>• Occasional support in completing the project/job.</li> </ul>
<p><b>(b) Weightage in the range of above 75% - 90% to be allotted during assessment</b></p>	
<p>For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.</p>	<ul style="list-style-type: none"> <li>• Good skill levels in the use of hand tools, machine tools and workshop equipment</li> <li>• 70-80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards.</li> <li>• A good level of neatness and consistency in the finish</li> <li>• Little support in completing the project/job</li> </ul>
<p><b>(c) Weightage in the range of above 90% to be allotted during assessment</b></p>	
<p>For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.</p>	<ul style="list-style-type: none"> <li>• High skill levels in the use of hand tools, machine tools and workshop equipment</li> <li>• Above 80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards.</li> <li>• A high level of neatness and consistency in the finish.</li> <li>• Minimal or no support in completing the project.</li> </ul>

**Brief description of Job roles:**

House Keeper works in cleaning of rooms, lounges and dining halls of hotel. Assigns duties to staff and visits periodically all portions of hotel to assure that areas are clean and tidy. Reports any defects in electrical and water systems. Arranges to have rooms and public places periodically white-washed or painted. Indents for fresh supply of linen, and discards worn out items and greets guests in their rooms and enquires about their comfort. Keeps custody of luggage left temporarily by residents. Supervises work of Lascars Porter (Hotel, Sweepers, Room Boys, Lift Boys and Linen Keeper).

**Reference NCO:**

- i) **NCO 2015: 5151.0101** - Housekeeper (Institutional)/Housekeeping Supervisor

**4. NSQF LEVEL COMPLIANCE**

NSQF level for House Keeper and (Hotel) trade under ATS: **Level 4**

As per notification issued by Govt. of India dated- 27.12.2013 on National Skill Qualification Framework total 10 (Ten) Levels are defined.

Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Each level of the NSQF is described by a statement of learning outcomes in five domains, known as level descriptors. These five domains are:

- a) Process
- b) Professional knowledge,
- c) Professional skill,
- d) Core skill and
- e) Responsibility

The Broad Learning outcome of House Keeper (Hotel) trade under ATS mostly matches with the Level descriptor at Level- 4.

The NSQF level-4 descriptor is given below:

<b>LEVEL</b>	<b>Process required</b>	<b>Professional knowledge</b>	<b>Professional skill</b>	<b>Core skill</b>	<b>Responsibility</b>
Level 4	Work in familiar, predictable, routine, situation of clear choice.	Factual knowledge of field of knowledge or study	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	Language to Communicate written or oral, with required clarity, skill to basic Arithmetic and algebraic principles, basic understanding of social political and natural environment.	Responsibility for own work and learning.

<b>Name of the Trade</b>	House Keeper (Hotel)
<b>NCO - 2015</b>	5151.0101
<b>NSQF Level</b>	Level – 4
<b>Duration of Apprenticeship Training</b> (Basic Training + On-Job Training)	3 months + One year (01 Blocks of 15 month duration).
<b>Duration of Basic Training</b>	a) Block –I : 3 months <b>Total duration of Basic Training: 3 months</b>
<b>Duration of On-Job Training</b>	a) Block–I: 12 months <b>Total duration of Practical Training: 12 months</b>
<b>Entry Qualification</b>	Passed 10 <sup>th</sup> Class with Science and Mathematics under 10+2 system of Education or its equivalent
<b>Selection of Apprenticeship</b>	The apprentices will be selected as per Apprenticeship Act amended time to time.
<b>Instructors Qualification for Basic Training</b>	As per ITI instructors qualifications as amended time to time for the specific trade.
<b>Infrastructure for Basic Training</b>	As per related trade of ITI
<b>Examination</b>	The internal examination/ assessment will be held on completion of each block. Final examination for all subjects will be held at the end of course and same will be conducted by NCVT.
<b>Rebate to Ex-ITI Trainees</b>	03 months
<b>CTS trades eligible for House Keeper (Hotel)Apprenticeship</b>	1. House keeper 2. Domestic House Keeping 3. Corporate Housekeeping 4. Institution House Keeping

**Note:**

- Industry may impart training as per above time schedule for different block, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspects is compromised.
- For imparting Basic Training the industry to tie-up with ITIs having such specific trade and affiliated to NCVT.

**6.1 GENERIC LEARNING OUTCOME**

The following are minimum broad Common Occupational Skills/ Generic Learning Outcome after completion of the House Keeper (Hotel) course of 01 year duration under ATS.

**Block I:-**

1. Recognize & comply safe working practices, environment regulation and housekeeping.
2. Select and ascertain measuring instrument and measure dimension of components and record data.
3. Explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality.
4. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
5. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.
6. Plan and organize the work related to the occupation.

**6.2 SPECIFIC LEARNING OUTCOME**

**Block – I**

1. Understand and apply high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas.
2. Understand all hotel services and activities.
3. Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business.
4. Ensure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures, charges are raised and documentation completed for hotel audit procedures.
5. Fully aware of linen procedures and assist with linen stock takes as required.
6. Order, receive and issue cleaning materials and carry out stock takes as required.
7. Ensure the correct use of cleaning agents on all surfaces.
8. The periodic cleaning of areas as requested.
9. Fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property.
10. Record and report all faults and damage arising to Maintenance.
11. Ensure all housekeeping equipment is used safely and effectively.

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12. Ensure on all occasions you observe safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation.
13. Record, report and process lost property according to hotel procedures.
14. The training of team members in order to encourage and obtain maximum commitment. This to include recording of training, Induction and National Vocational Qualifications.
15. Aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the hotel and company in order to satisfy statutory legislation.
16. Comply with your responsibilities under the Regulatory Reform (Fire Safety) Order 2005 as detailed in the QMH Fire Safety Management System, a copy of which can be found in the hotel or accessed on the intranet.
17. Fully aware of and adhere to Health and Safety and fire procedures.
18. Fully aware of and comply with hotel and company rules and regulations as identified in the team member handbook.
19. Fully aware of all hotel services and activities.

***NOTE: Learning outcomes are reflection of total competencies of a trainee and assessment will be carried out as per assessment criteria.***

**7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA**

GENERIC LEARNING OUTCOME	
LEARNING OUTCOMES	ASSESSMENT CRITERIA
	1.1 Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements.
	1.2 Recognize and report all unsafe situations according to site policy.
	1.3 Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	1.4 Identify, handle and store / dispose off dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements.
	1.5 Identify and observe site policies and procedures in regard to illness or accident.
	1.6 Identify safety alarms accurately.
	1.7 Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	1.8 Identify and observe site evacuation procedures according to site policy.
	1.9 Identify Personal Productive Equipment (PPE) and use the same as per related working environment.
	1.10 Identify basic first aid and use them under different circumstances.
	1.11 Identify different fire extinguisher and use the same as per requirement.
	1.12 Identify environmental pollution & contribute to avoidance of same.
	1.13 Take opportunities to use energy and materials in an environmentally friendly manner
	1.14 Avoid waste and dispose waste as per procedure
	1.15 Recognize different components of 5S and apply the same in the working environment.
2. Explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to	2.1 Explain the concept of productivity and quality tools and apply during execution of job.
	2.2 Understand the basic concept of labour welfare legislation and adhere to responsibilities and remain sensitive

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improve productivity & quality.	towards such laws.
	2.3 Knows benefits guaranteed under various acts
3. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	3.1 Explain the concept of energy conservation, global warming, pollution and utilize the available recourses optimally & remain sensitive to avoid environment pollution.
	3.2 Dispose waste following standard procedure.
4. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	4.1 Explain personnel finance and entrepreneurship.
	4.2 Explain role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes & procedure & the available scheme.
	4.3 Prepare Project report to become an entrepreneur for submission to financial institutions.
5. Plan and organize the work related to the occupation.	5.1 Use documents, drawings and recognize hazards in the work site.
	5.2 Plan workplace/ assembly location with due consideration to operational stipulation.
	5.3 Communicate effectively with others and plan project tasks.
	5.4 Assign roles and responsibilities of the co-trainees for execution of the task effectively and monitor the same.
<b>SPECIFIC OUTCOME</b>	
<b><u>Block-I (Section:10)</u></b>	
<p><i>Assessment Criteria i.e. the standard of performance, for each specific learning outcome mentioned under <b>Block – I</b>(section: 10) must ensure that the trainee works in familiar, predictable, routine, situation of clear choice. Assessment criteria should broadly cover the aspect of <b>Planning</b> (Identify, ascertain, etc.); <b>Execution</b> apply factual knowledge of field of knowledge, recall and demonstrate practical skill during performing the work in routine and repetitive in narrow range of application, using appropriate rule and tool, complying with basic arithmetic and algebraic principles and language to communicate in written or oral with required clarity; <b>Checking/ Testing</b> to ensure functionality during the assessment of each outcome. The assessments parameters must also ascertain that the candidate is responsible for his/her own work and learning.</i></p>	

**BASIC TRAINING (Block – I)****Duration: (03) Three Months**

<b>Week No.</b>	<b>Professional Skills (Trade Practical)</b>	<b>Professional Knowledge (Trade Theory)</b>
1-2	<p>Identifications of Housekeeping equipment's Its culture and ability.</p> <p>Basic concept about Tools and equipment used.</p> <p>Basic knowledge about the safety equipment and their uses.</p>	<p>Introduction to housekeeping industry /Hotel industry.</p> <p>An orientation programme on the course and related job opportunities by the industry expert / instructor</p> <p>Different types of Housekeeping establishment.</p> <p>Organizational hierarchy of Housekeeping Department.</p> <p>Attributes of Housekeeping services personals.</p> <p>Duties and responsibilities of Housekeeping service personals</p>
3	<p>Demonstration on the component of personal hygiene health hazard associated to the habit and recognizing the positive and negative trends in the community.</p> <p>Dusting, sweeping, mopping and scrubbing-etc.</p>	<p>Introduction to hygiene and healthful living. Concept of health and disease.</p> <p>Personal hygiene. (Care of skin, hair, hand, teeth and feet.)</p> <p>Cleaning, methods, frequency and schedule.</p> <p>Steps of dusting, mopping, sweeping, vacuum cleaning etc.</p>
4	<p>Application of stain removal process on different surface such as clothes and walls.</p> <p>Use of deodorants disinfectant and antiseptics.</p>	<p>Basic knowledge of stain removing agents and its technique on different surface.</p> <p>Removal of stain of common occurrence from various surfaces.</p>
5-6	<p>Step by step procedural demonstration of cleaning of bathroom, room and toilet.</p> <p>Cleaning of various metals.</p> <p>Check care in cleaning of bronze, copper, silver, bronze and chromium metal. Glass surface, plastic, leather, wall and wall finishes.</p>	<p>Familiarization of cleaning procedure of various metals.</p> <p>Care and cleaning of wooden surface and furniture.</p> <p>Basic knowledge of glass surface, plastic, leather and walls.</p> <p>The general precaution in their care and cleaning.</p>
7-8	<p>Application of kitchen hygiene such as storage of food grain and cooked foods.</p> <p>Proper ventilation, light, cleaning equipment /utensils.</p> <p>Identify the kitchen related personnel hygienic factor.</p> <p>Practice of Ironing, storing, cleaning,</p>	<p>Knowledge of cleaning methods of food and food contacting areas.</p> <p>Safety precautions for gas oven, electric oven and heater.</p> <p>Knowledge about the personal hygiene of food handlers.</p> <p>Familiarization of food shop and catering</p>

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	discarding of linen Practice of bed making & housekeeping trolley. Use of recycled water in gardening, cultivating & fertilizing to grass & plants	establishments. Knowledge of Laundry & Linen Management. Knowledge of Bed making & arrangement of housekeeping trolley. Basic knowledge of gardening & horticulture.
9	Procure linen from the store and laundry and check proper storage of it.	Describe classification, characteristics, type and importance of linen in office premises. Knowledge about the selection, procurement and storage of Linen for rooms.
10	Practice on material management, proper accounting and keeping of the linen service such as carpets, curtains, upholstery etc. Check both external and internal Environmental hygiene of office premises.	To know about the Security, safety, control Role of good material. Material management in effective linen service such as carpets, curtains, upholstery etc.
11	Method to be followed by housekeeping process: By wearing covered dress as jackets, gloves and masks. By applying disinfection spray first. By destroying all the clothes, bedding, linen etc. By cleaning all the furniture and fixtures with disinfects materials. By white washing and painting walls doors and windows. By cleaning and sterilizing all utensils reservoirs etc.	Periodical checklist for the daily, weekly and the monthly activities. Precautionary measure is to be taken while wearing Mask, applying disinfection spray, white washing and painting of walls and cleaning of furniture and fixture, Importance and safety precaution to be followed at the time of performing housekeeping procedure in sequence for restoration of long unused space.
12	Knowledge of statutory compliance particular to trade requirement.	Awareness of terrorism threats conducting mock drill.
13	<b>Assessment/Examination 03days</b>	

### NOTE: -

*More emphasis to be given on video/real-life pictures during theoretical classes. Some real-life pictures/videos of related industry operations may be shown to the trainees to give a feel of Industry and their future assignment.*

## 9.1 EMPLOYABILITY SKILLS

(DURATION: - 110 HRS)

<b>Block – I</b> <b>(Duration – 55 hrs.)</b>	
<b>1. English Literacy</b>	
Duration : 20 Hrs. Marks : 09	
<b>Pronunciation</b>	Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech).
<b>Functional Grammar</b>	Transformation of sentences, Voice change, Change of tense, Spellings.
<b>Reading</b>	Reading and understanding simple sentences about self, work and environment.
<b>Writing</b>	Construction of simple sentences Writing simple English.
<b>Speaking / Spoken English</b>	Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.
<b>2. I.T. Literacy</b>	
Duration : 20 Hrs. Marks : 09	
<b>Basics of Computer</b>	Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.
<b>Computer Operating System</b>	Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.
<b>Word processing and Worksheet</b>	Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets.
<b>Computer Networking and Internet</b>	Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet,

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	<p>Concept of Internet (Network of Networks),            Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication.            Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.</p>
<b>3. Communication Skills</b>	
	<p>Duration : 15 Hrs.            Marks : 07</p>
<b>Introduction to Communication Skills</b>	<p>Communication and its importance            Principles of Effective communication            Types of communication - verbal, non verbal, written, email, talking on phone.            Non verbal communication -characteristics, components-Para-language            Body language            Barriers to communication and dealing with barriers.            Handling nervousness/ discomfort.</p>
<b>Listening Skills</b>	<p>Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening.            Triple- A Listening - Attitude, Attention &amp; Adjustment.            Active Listening Skills.</p>
<b>Motivational Training</b>	<p>Characteristics Essential to Achieving Success.            The Power of Positive Attitude.            Self awareness            Importance of Commitment            Ethics and Values            Ways to Motivate Oneself            Personal Goal setting and Employability Planning.</p>
<b>Facing Interviews</b>	<p>Manners, Etiquettes, Dress code for an interview            Do's &amp; Don'ts for an interview.</p>
<b>Behavioral Skills</b>	<p>Problem Solving            Confidence Building            Attitude</p>
<p><b>Block – II</b>  <b>(Duration – 55 hrs.)</b></p>	
<b>4. Entrepreneurship Skills</b>	
	<p>Duration : 15 Hrs.            Marks : 06</p>
<b>Concept of</b>	<p>Entrepreneur - Entrepreneurship - Enterprises:-Conceptual issue</p>

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<b>Entrepreneurship</b>	Entrepreneurship vs. management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.
<b>Project Preparation &amp; Marketing analysis</b>	Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of PLC, Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.
<b>Institutions Support</b>	Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes & procedure & the available scheme.
<b>Investment Procurement</b>	Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.
<b>5. Productivity</b>	
	Duration : 10 Hrs. Marks : 05
<b>Benefits</b>	Personal / Workman - Incentive, Production linked Bonus, Improvement in living standard.
<b>Affecting Factors</b>	Skills, Working Aids, Automation, Environment, Motivation - How improves or slows down.
<b>Comparison with developed countries</b>	Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.
<b>Personal Finance Management</b>	Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.
<b>6. Occupational Safety, Health and Environment Education</b>	
	Duration : 15 Hrs. Marks : 06
<b>Safety &amp; Health</b>	Introduction to Occupational Safety and Health importance of safety and health at workplace.
<b>Occupational Hazards</b>	Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.
<b>Accident &amp; safety</b>	Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.
<b>First Aid</b>	Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person.

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<b>Basic Provisions</b>	Idea of basic provision legislation of India. safety, health, welfare under legislative of India.
<b>Ecosystem</b>	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.
<b>Pollution</b>	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.
<b>Energy Conservation</b>	Conservation of Energy, re-use and recycle.
<b>Global warming</b>	Global warming, climate change and Ozone layer depletion.
<b>Ground Water</b>	Hydrological cycle, ground and surface water, Conservation and Harvesting of water.
<b>Environment</b>	Right attitude towards environment, Maintenance of in -house environment.
<b>7. Labour Welfare Legislation</b>	
	Duration : 05 Hrs. Marks : 03
<b>Welfare Acts</b>	Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.
<b>8. Quality Tools</b>	
	Duration : 10 Hrs. Marks : 05
<b>Quality Consciousness</b>	Meaning of quality, Quality characteristic.
<b>Quality Circles</b>	Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.
<b>Quality Management System</b>	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities
<b>House Keeping</b>	Purpose of House-keeping, Practice of good Housekeeping.
<b>Quality Tools</b>	Basic quality tools with a few examples.

## **10. DETAILS OF COMPETENCIES (ON-JOB TRAINING)**

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The **competencies/ specific outcomes** on completion of On-Job Training are detailed below: -

### **Block – I**

1. Understand and apply high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas.
2. Understand all hotel services and activities.
3. Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business.
4. Fully aware of linen procedures and assist with linen stock takes as required.
5. Order, receive and issue cleaning materials and carry out stock takes as required.
6. The periodic cleaning of areas as requested.
7. Fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property.
8. Record and report all faults and damage arising to Maintenance.
9. Ensure all housekeeping equipment is used safely and effectively.
10. Record, report and process lost property according to hotel procedures.
11. The training of team members in order to encourage and obtain maximum commitment. This to include recording of training, Induction and National Vocational Qualifications.
12. Aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the hotel and company in order to satisfy statutory legislation.

### **Note:**

1. Industry must ensure that above mentioned competencies are achieved by the trainees during their on job training.
2. In addition to above competencies/ outcomes industry may impart additional training relevant to the specific industry.

**INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE**

<b>HOUSE KEEPER (HOTEL)</b>			
<b>LIST OF TOOLS AND EQUIPMENT for Basic Training (For 20 Apprentices)</b>			
<b>Sl. no.</b>	<b>Name of the Tool &amp; Equipments</b>	<b>Specification</b>	<b>Quantity</b>
<b>For Cleaning Skill</b>			
1.	Chamber maid's trolley		1 No.
2.	Dust Pans		10 Nos.
3.	Buckets/tubs		20 Nos.
4.	Mugs		20 Nos.
5.	Dustbins		2 Nos.
6.	Mop buckets		2 Nos.
7.	Spray cans for glass cleaning		20 Nos.
8.	Containers for storing materials and equipment ( cup board with 10 selves)		2 Nos.
<b>Broom and Brushes</b>			
9.	Broom and Brushes		5 Nos.
10.	Soft brooms/hard brooms		5 Nos.
11.	Carpet brushes-shampooing and dusting		5 Nos.
12.	Upholstery brush		5 Nos.
13.	Scrubbing brush ( floor )		5 Nos.
14.	Shoe polishing brush		2 Nos.
15.	W.C. brush		2 Nos.
16.	Wall brush		2 Nos.
17.	Long handle fringe mops		5 Nos.
18.	Long handle mops dry		5 Nos.
19.	Long handle mops dusting brush		5 Nos.
20.	Long handle mops scrubbing brush		5 Nos.
21.	Bottle brushes		5 Nos.
22.	Cloths scrubbing brush		5 Nos.
23.	Sponges		5 Nos.
24.	Steel wool		5 Nos.
25.	Nylon scrubbers (soft)		5 Nos.
26.	Cotton pads'		20 Nos.
27.	Blotting paper		20 Nos.
28.	Duster -50cm x 50cm		20 Nos.
29.	Hand mops - 50cm x 50cm		20 Nos.
30.	Yellow polishing cloths		20 Nos.

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31.	Glass cloths		5 Nos.
32.	Magnetic glass		5 Nos.
<b>Mechanical Equipment</b>			
33.	Vacuum cleaner ( small and large ) domestic only		1 Each
34.	Floor scrubber / polisher Machine		1 No.
35.	Carpet shampooing machine		1 No.
36.	Ordinary step ladders of different heights 2 Nos.		2 Nos.
37.	Washing machine domestic 1 No.		1 No.
38.	Electric iron / Steam Iron with Ironing Board		2 Nos.
39.	Garment Steamer		2 Nos.
40.	Exhaust fan		2 Nos.
41.	Sinks for washers		2 Nos.
42.	Metal stand for drying cloths		2 Nos.
43.	Water filter and purifier		1 No.
44.	Geyser 25 Ltrs.		1 No.
45.	Electric oven/gas oven/Micro oven		1 No.
46.	Refrigerator (domestic) Double Door 350 Ltrs.		1 No.
47.	Electrical accessories' (i.e. fan, light etc.)		As per requirement
48.	Computer with latest configuration		1 No.
49.	Laser Printer		1 No.
50.	MS office software		1 No.
51.	Telephone		1 No.
52.	Fax		1 No.
53.	Photocopier		1 No.
54.	Fire Extinguisher - Co2 / DCP		4 Nos.
<b>Cleaning Material</b>			
55.	Detergent		As per Requirement
56.	Deodorants		As per Requirement
57.	Anti-septic		As per Requirement
58.	Disinfectants		As per Requirement
59.	Room fresheners		As per Requirement
60.	Carpet shampooing lotion		As per Requirement
61.	Common stain removal agents		As per Requirement

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62.	Polishing agents		As per Requirement
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**Note:** In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.

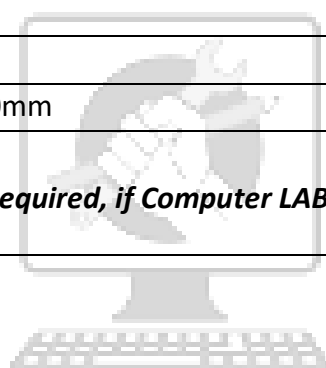


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TOOLS & EQUIPMENTS FOR EMPLOYABILITY SKILLS		
Sl. No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations and Internet connection with standard operating system and standard word processor and worksheet software	10 Nos.
2.	UPS - 500VA	10 Nos.
3.	Scanner cum Printer	1 No.
4.	Computer Tables	10 Nos.
5.	Computer Chairs	20 Nos.
6.	LCD Projector	1 No.
7.	White Board 1200mm x 900mm	1 No.

**Note: - Above Tools & Equipments not required, if Computer LAB is available in the institute.**



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**FORMAT FOR INTERNAL ASSESSMENT**

Name & Address of the Assessor :						Year of Enrollment :								
Name & Address of ITI (Govt./Pvt.) :						Date of Assessment :								
Name & Address of the Industry :						Assessment location: Industry / ITI								
Trade Name :			Semester:			Duration of the Trade/course:								
Learning Outcome:														
Sl. No	Maximum Marks (Total 100 Marks)		15	5	10	5	10	10	5	10	15	15	Total internal assessment Marks	Result (Y/N)
	Candidate Name	Father's/Mother's Name	Safety consciousness	Workplace hygiene	Attendance/Punctuality	Ability to follow Manuals/ Written instructions	Application of Knowledge	Skills to handle tools & equipment	Economical use of materials	Speed in doing work	Quality in workmanship	VIVA		
1														
2														