## Certificate Course In Accommodation Operation

<table>
<thead>
<tr>
<th>Teaching Scheme</th>
<th>Examination Scheme</th>
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<tbody>
<tr>
<td>Theory hrs / week</td>
<td>Tutorial hrs / week</td>
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<td>03</td>
<td>04</td>
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</tbody>
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### Section - I

#### Housekeeping

**Ch I**  
**Introduction to Housekeeping department**  
Layout of Housekeeping department  
Functions of each section  
Housekeeping control desk, function and importance and records maintained.  
Importance of Housekeeping department

**Ch II**  
**Organizational chart of the Housekeeping department**  
Housekeeping department of small, medium and large hotel.  
Duties and responsibilities of each staff  
Co-ordination with other departments

**Ch III**  
**Cleaning equipments and cleaning agents**  
Use, care, maintenance of cleaning equipments  
Use, care, storage of cleaning agents

**Ch IV**  
**Work routine of Housekeeping department**  
Daily cleaning of occupied and departure rooms  
Second service; Evening service  
Rules of the floor  
Location and function of the Floor Pantry

**Ch V**  
**Cleaning routine of Housekeeping dept**  
Weekly cleaning; Spring cleaning; Public area cleaning

**Ch VI**  
**Key Control**  
types of keys; procedures for key control

**Ch VII**  
**Lost and found**  
Procedures; Records

### Practicals:

1. Bed making  
2. Guest room cleaning,  
3. Polishing of various surfaces - brass, laminated, glass  
4. Arranging chambermaids trolley  
5. Daily cleaning of Guest rooms – Departure, Occupied, Vacant  
6. Weekly cleaning & Spring Cleaning  
7. Cleaning of Public Areas – Daily, Weekly, Spring