

Draft Syllabus For Accommodation Operations- Receptionist Cum Caretaker

Course Name	Accommodation Operations – Receptionist cum Caretaker
Course Code	STC-THC/ACOP/3803
Occupation	Room Boy, Cleaner, Room Attendant, Receptionist
Job Description	Maintain the cleanliness of the Hospitality organisation and also take care of the reception desk.
Anticipated Volume of Training	600 Hrs (Theory-150 Hrs + Practical- 390 Hrs + Employability Skill-60)
Trainees' Entry Qualification	Class 8 pass and pursuing continuous regular schooling, OR Class 8 Pass with 1 year experience, OR Class 8 Pass + ITI, OR Class 10 Pass OR previous relevant qualification of NSQF Level 2 with 1 yr experience
Trainers Qualification	ITI IN HOUSE KEEPER TRADE / DIPLOMA IN DOMESTIC WORKER/DIPLOMA IN HEALTH WORK AND SAFETY / DIPLOMA IN HOTEL MANAGEMENT / DIPLOMA IN HOSPITALITY MANAGEMENT / BACHELOR OF HOTEL MANAGEMENT / CANDIDATE ENGAGE IN ANY GOVT GUEST HOUSE, 2/3 RECOGNIZE HOTEL WITH CERTIFICATE FROM ADM SKILLS 4 YRS. IN DIPLOMA / 2 YRS. IN BACHELOR / 5 YRS IN ITI / 8 YRS. OTHER

Structure of Course:

Module No.	Outcome	Theory (hrs)	Practical (hrs)	Total (hrs)
1	Identify the basic cleaning equipment used in housekeeping Operations	15	30	45
2	Identify cleaning agents and supply essentials for guest room.	30	40	70
3	Enact emergency situation handling procedures.	20	40	60
4	Perform basic front office activities	15	40	55
5	Explain roles and responsibilities of front office staff.	30	40	70
6	Fill up various documents generally used in Front Office	40	40	80
7	Perform manual accounting along with identification & fitting up of various vouchers, ledgers and registers used in front office accounting	0	40	40

Module No.	Outcome	Theory (hrs)	Practical (hrs)	Total (hrs)
8	Identify Laundry Equipment, uniform for male & female staff.	0	40	40
9	Draw layout of maids trolley perform first aid.	0	40	40
10	Make a layout of guest room with the guidelines and SOP for various words.	0	40	40
TOTAL:		150	390	540

Employability Skill-60**SYLLABUS:****MODULE NO : 1****Outcome:**

Identify the basic cleaning equipment used in housekeeping Operations.

Theory Content :

Importance of housekeeping in the hospitality industry, types of lodging establishment, organizational chart, duties and responsibilities of housekeeping employees.

Practical Contents :

Introduction to Cleaning equipments - brooms and brushes, protective equipment, cloths used in cleaning, box sweeper, electric equipment, vacuum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers trolley, chamber maid's trolley, etc.

Module No-2 :**Outcomes:**

Identify cleaning agents and supply essentials for guest room.

Theory Content:

Cleaning methods – Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, stainless steel.

Cleaning of guest rooms and bath – daily, weekly

Practical Content:

Showing various types Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage. Hazardous materials.

Check list of standard guest and bathroom supplies.

Module No-3 :

Outcomes:

Enact emergency situation handling procedures.

Theory Content:

Night service, lost and found.

Different types and importance of keys- section key, master key, floor key and grand master key.

Practical Content:

Dealing with emergency situation like fire, death, theft, accidents, safety security control.

Module No-4 :

Outcomes :

Perform basic front office activities

Theory Content:

Tourism and its importance, CLASSIFICATION OF HOTELS:

Size, Star. TYPES OF ROOMS : Single Double Twin, Suits

Practical Content:

Introduction to front office, machineries, equipments and furnitures.

Welcoming of guest, Telephone handling. Role play: Luggage handling, Paging, Arrivals.

Module No-5:

Outcomes :

Explain roles and responsibilities of front office staff.

Theory Content:

Hotel entrance, lobby and front office : layout.

BELL DESK: Functions Procedures and records.

FRONT OFFICE ORGANIZATION : Duties and responsibilities D. Personality traits. Care Of SPATT guest.

Practical Content:

Role Play Situation Handling Like handling fussy guest, SPATT guest.

Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as Reservation, Registration, Guest History, Telephones

Module No-6 :

Outcomes:

Fill up various documents generally used in Front Office

Theory Content:

Practical Content:

Role play - Message and mail handling , Filling up of various proforma, Rack, Front desk counter & bell desk.

Module No 7:

Out comes:

Perform manual accounting along with identification & fitting up of various vouchers, ledgers and registers used in front office accounting

Practical Content:

Front office Accounting procedures Payable, Accounts Receivable, Guest History, Yield Management
Role Play Situation Handling

Module No:8

Outcomes:

Identify Laundry Equipment, uniform for male & female staff.

Practical Content:

Laundry Machinery and Equipment Stain Removal
Flower Arrangement Selection and Designing of Uniforms.

Module No : 9

Outcomes:

Draw layout of maids trolley perform first aid.

Practical Content:

Maid's trolley Contents Trolley setup.
Sample Layout of Guest Rooms Single room, Double room, Twin room, Suite. Special Decorations,
First Aid
First aid kit

Module No: 10**Outcomes :**

Make a layout of guest room with the guidelines and SOP for various words.

Practical Content:

Developing Standard operating procedure skill oriented task (e.g. cleaning and polishing glass, brass etc), Fire safety fire fighting safety measures, fire drill (demo), Layout of guest room to the scale, earmark pillars, specification of colors, furniture, fixture, fitting, soft furnishing and accessories etc used.

List of Tools, Equipment & Materials needed for 30 Trainees

SL No.	Name of the Tools and Equipment	Quantity
1	Front office Desk	1
2	Computer	5
3	Telephone	2
4	Wooden table	1
5	Magazine rack	1
6	Chair(Iron with cover)	10
7	Chair (Revolving)	1
8	Clock	1
9	Tube Light	1
10	Fan	1
11	Display Board	1
12	Notice Board	1
13	Hand Trolley	1
14	Sofa Set	1
15	Centre Table	1
16	Flower Vase	1
17	Bell desk	1
18	Front office Caption Board	1
19	Tube Light	1
20	Lamp	1
21	Lamp Stand	1
22	Fan	1
23	Squeezee Handle	2
24	Squeezee Head	2
25	Mop Head	2
26	Mop Handle	2

SL No.	Name of the Tools and Equipment	Quantity
27	Chamber Maid's Trolley	2
28	Washing Machine(IFB)	1
29	Iron	1
30	Iron Board	1
31		
32	Bed side Table	
33		
34	Wardrobe	1
35	Writing/Dressing Table	1
36	Mirror	1
37	Shoe Brush	1
38	Broom	1
39	Fruit Basket	1
40	Bed Sheets	5
41	Pillow Covers	10
42	Face Towels	5
43	Hand Towels	5
44	Blanket	5
45	Pillow	10
46	Bed Cover (Colour)	5
47	1Bath Towels(L)	1
48	B1ath Mat	1
49	Glass Cloth	10
50	Ordinary Dusters	10
51	Yellow Polishing Cloth	10
52	Ashtray	1
53	Bud Vase	1
54	Candle Holders	1
55	Coasters	1
56	Hanger	1
57	Brush Items	1
58	Waste Bin Without Cover	1
59	Waste Bin With Cover	1
60	Buckets	1
61	Sewing Kit	1
62	Nail Brush	1
63	Plastic Bowl	1
64	Water Sprayer	1
65	Tray	1
66	Sofa set	1

SL No.	Name of the Tools and Equipment	Quantity
67	Centre Table	1
68	Cup Board	1
69	Carpet Brush	1
70	Scissors	1
71	Doormat	1
72	Notice Board	1
73	Curtains	1
74	Coat Brush	1
75	Steel Gamla	1
76	Aluminium Gamla	1
77	Bed (double)	1
78	Mattress	1
79	Glass bowl (Large)	1
80	Working Table	1
81	Wringer Trolley	1
82	Mop Set	1
83	Bath Robe	1
84	Cushion	10
85	Cushion Cover	10
86	Bed Runner	1
87	Room Freshner	1
88	Hair Dryer	1
89	V. Cleaner	1
90	Glass	1