

Introduction and Course Objectives	To provide the fundamentals of Housekeeping operations in any organization and also explaining the objectives and the set-up of the department. Also, to understand the various guest rooms which are the product of this department has also been dealt in this course.
Main Concepts	Know the structure & identity of the department learning objectives of the department and how to maintain the Guest rooms
Student Learning Objectives	These objectives need to correspond with NOS framework.

- UNIT - 1 HOUSE KEEPING DEPARTMENT:** Organizational frame work of the department (large, medium, small), Role of key personnel in housekeeping, Job description and job specification of staff in the department, Qualities of the house keeping staff, Skills of a good house keeper (Managerial, technical, Conceptual), Inter departmental coordination with more emphasis on front office and maintenance, Department and the relevant sub sections.
- UNIT – 2 HOTEL GUEST ROOM:** Types of guest rooms, Layout out of guest rooms (types), Layout of floor pantry
- UNIT – 3 FURNITURE AND FIXTURE:** Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only), Accessories, Daily cleaning of occupied, departure, vacant, under repair, VIP rooms
- UNIT – 4 CLEANING:** Weekly cleaning, spring cleaning, Evening service, Systems and procedures involved, Cleaning process, Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)

Practical's

- Personal hygiene in house keeping
- Housekeeping etiquette
- Bed Making
- Cleaning Rooms & Public Areas