

Syllabus for the trade
of

INSTITUTION HOUSE KEEPING

(SEMESTER PATTERN)

UNDER

CRAFTSMAN TRAINING SCHEME

Designed in: 2013

By
Government of India
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
Directorate General of Employment & Training
Ministry of Labour & Employment
EN - 81, SECTOR – V, SALT LAKE CITY
Kolkata – 700 091

List of members of Trade committee members approved the syllabus of semester system for the trade of Institution House Keeping held on 12th December'2011 at Central Staff Training & Research Institute (CSTARI), Kolkata.

Sl. No.	Name & Designation Shri/Smt.	Representing Organisation	Remarks
1.	S.J.Amalan, Director	CSTARI, EN-81, Salt Lake, Kolkata-91	Chairman
2.	Rabin Debnath, Asstt. Director of Industrial Trg.	DTE. Of Indl. Trg., TE&T Dept., Govt. of West Bengal.	Member
3.	Sougata Saha, Director	Comtel Electronics (P) Ltd. Salt Lake, Kolkata.	Member
4.	Pijush Chatterjee, Manager	Hotel Kamala Residency, New Digha. Paschim Midnapore	Member
5.	M.C.Sharma, JDT.	CSTARI, EN-81, Salt Lake, Kolkata-91	Member
6.	Dibyendu Paul, MD & CEO	PTIMA, BE-54, Salt Lake City, Sector-I, Kolkata-700 064	Member
7.	Dr. Ayan Dasgupta, Medical Practitioner	Dunlop, Kolkata-108.	Member
8.	Nisith Ranjan Seal, Director	Soft Tek, AB-19, Deshbandhu Nagar, Kolkata- 59.	Member
9.	Dr. Amarendu Mondal, Director	PTIMA, BE-54, Salt Lake City, Sector-I, Kolkata-700 064	Member
10.	Swami Nath Prasad, Director	Dream Merchant Privet Limited, Kolkata.	Member
11.	Kshetra Mohan Ghosh, Instructor	ITI, Howrah Homes, West Bengal.	Member
12.	Muktanand, Trg. Officer	RDAT (ER), Kolkata-64.	Member
13.	Gautam Sardar, Director	National Institute of Hotel Management, Kolkata.	Member
14.	Mrs. Mousami Panigrahi, Manager	SAPTAK Tour & Travels, Kolkata.	Member
15.	Ganesh Sen, Manager	Sunita Tourist & Travels, Andaman & Nicobar Island, Kolkata.	Member
16.	Pranabesh Maity, Officer	Life Insurance corporation of India, Kolkata.	Member
17.	Soma Das (Talukdar)	RVTI (W), Kolkata	member
18.	A.K.Mandal, ADT	ATI, Kolkata	Member
19.	L.K.Mukherjee, DDT	CSTARI, EN-81, Salt Lake, Kolkata-91	Member
20.	S.B.Sardar, ADT	CSTARI, EN-81, Salt Lake, Kolkata-91	Member
21.	Nirmalya Nath, ADT	CSTARI, EN-81, Salt Lake, Kolkata-91	Member
22.	Sipra Das, ADT	CSTARI, EN-81, Salt Lake, Kolkata-91	Member
23.	R.N.Manna, T.O.	CSTARI, EN-81, Salt Lake, Kolkata-91	Member
24.	Hemant Kujur, D/Man	CSTARI, EN-81, Salt Lake, Kolkata-91	Member
25.	Pradip Biswas, D/Man	CSTARI, EN-81, Salt Lake, Kolkata-91	Member

List of members attended the Workshop to finalize the syllabi of existing CTS into Semester Pattern held from 6th to 10th May'2013 at CSTARI, Kolkata.

Sl. No.	Name & Designation	Organisation	Remarks
1.	R.N. Bandyopadhyaya, Director	CSTARI, Kolkata-91	Chairman
2.	K. L. Kuli, Joint Director of Training	CSTARI, Kolkata-91	Member
3.	K. Srinivasa Rao, Joint Director of Training	CSTARI, Kolkata-91	Member
4.	L.K. Mukherjee, Deputy Director of Training	CSTARI, Kolkata-91	Member
5.	Ashoke Rarhi, Deputy Director of Training	ATI-EPI, Dehradun	Member
6.	N. Nath, Assistant Director of Training	CSTARI, Kolkata-91	Member
7.	S. Srinivasu, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
8.	Sharanappa, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
9.	Ramakrishne Gowda, Assistant Director of Training	FTI, Bangalore	Member
10.	Goutam Das Modak, Assistant Director of Trg./Principal	RVTI, Kolkata-91	Member
11.	Venketesh. Ch. , Principal	Govt. ITI, Dollygunj, Andaman & Nicobar Island	Member
12.	A.K. Ghate, Training Officer	ATI, Mumbai	Member
13.	V.B. Zumbre, Training Officer	ATI, Mumbai	Member
14.	P.M. Radhakrishna pillai, Training Officer	CTI, Chennai-32	Member
15.	A.Jayaraman, Training officer	CTI Chennai-32,	Member
16.	S. Bandyopadhyay, Training Officer	ATI, Kanpur	Member
17.	Suriya Kumari .K , Training Officer	RVTI, Kolkata-91	Member
18.	R.K. Bhattacharyya, Training Officer	RVTI, Trivandrum	Member
19.	Vijay Kumar, Training Officer	ATI, Ludhiana	Member
20.	Anil Kumar, Training Officer	ATI, Ludhiana	Member
21.	Sunil M.K. Training Officer	ATI, Kolkata	Member
22.	Devender, Training Officer	ATI, Kolkata	Member
23.	R. N. Manna, Training Officer	CSTARI, Kolkata-91	Member
24.	Mrs. S. Das, Training Officer	CSTARI, Kolkata-91	Member
25.	Jyoti Balwani, Training Officer	RVTI, Kolkata-91	Member
26.	Pragna H. Ravat, Training Officer	RVTI, Kolkata-91	Member
27.	Sarbojit Neogi, Vocational Instructor	RVTI, Kolkata-91	Member
28.	Nilotpal Saha, Vocational Instructor	I.T.I., Berhampore, Murshidabad, (W.B.)	Member
29.	Vijay Kumar, Data Entry Operator	RVTI, Kolkata-91	Member

GENERAL INFORMATION

1. **Name of the Trade** : INSTITUTION HOUSE KEEPING
2. **N.C.O. Code No.** : 510.10.
3. **Duration** : 06 months (1 Semester)
4. **Power Norms** : 9.2 Kw
5. **Space Norms** : 32 Sq.mt.
6. **Entry Qualification** : 10th Class passed
7. **Unit Size (No. of students)** : 16
8. **Instructor's/ Trainer Qualification:** Passed 3 years Diploma in House Keeping Management from recognized board or institution with 2 years working experience in the relevant field

OR

Graduation in the related field from recognized university with 2 years experience

OR

NAC or NTC holder in relevant trades with three years experience
9. **Desirable Qualification** : Preference will be given to Craft Instructor's Certificate(CIC)

Note: At least one Instructor must have Degree/ Diploma in relevant field

Syllabus For The Trade of “Institution House Keeping” Under C.T.S

Duration:- Six Months

First Semester

Semester Code :IHK: SEM I

Week	Practical	Theory
1	<p>Introduction – Basic knowledge about Institute House Keeping, Institutional culture and ability. Personal development, personality, leadership, communication. Familiarize with the Institutional House Keeping and its importance. Type of work done in this field and tools and equipment uses. Introduction to safety equipment and their uses.</p>	<p>Art of the house keeping and types of work done in the field of institution house keeping.</p> <p>Importance about safety and precaution to be observed while handling the cleaning equipment and using of cleaning materials. Knowledge of General Safety, Occupational health and hygiene.</p>
2 to 4	<p>Cleaning and maintenance of Different types of rooms of different sizes (bed room, offices living rooms of guest houses etc.). Perform dusting, sweeping, mopping and scrubbing. Cleaning and polishing of all the surfaces of office, guesthouse, hostels, bed rooms, reception halls etc.</p>	<p>Knowledge of cleaning agents & equipment cleaning methodology (general cleaning principal, cleaning methods, cleaning schedules. Cleaning and maintenance of bathrooms and cloak rooms, Care and cleaning of all surfaces, (Metals, glass, Plastic, leather, floor covering –carpets, walls etc.) Cleaning and maintenance of public areas (corridors, staircases etc.) Cleaning of knowledge of different floors – tiles, marbles, granite, mosaic cement, vinyl floors etc.</p>
5 & 6	<p>Maintenance of records and stocks -- ability to maintain and fill all records and stocks</p>	<p>Different type of records such as room, check lists, engineering maintenance records room status/ occupancy reports, message register, guest request records of routine and periodic cleaning. Accomplishment records. Procurement process of different house keeping materials.</p>
7 & 8	<p>Maintenance of indoor plants and flower arrangements. Make simple flower arrangement, spray plants, care- water, and exposure to sun, manuring, and placement.</p>	<p>Basic knowledge of flowers indoor plants and their care flower arrangements types and style adequate display.</p>
9 & 10	<p>Maintenance of security safety and caring out first and fire fighting methods. Ability to carry out fire fighting</p>	<p>Basic knowledge of security principles, Fire fighting methods, first aid policy of the organization recording security and lost property.</p>

	<p>methods, provide first aid in age of minor accidents</p> <p>Ensure security and safety of the guest/ customer and visit to different institutions.</p>	<p>Knowledge of guest relation, basic question activity etc.</p>
11	<p>Waste Management: -</p> <p>Supervise office waste disposal – Collection, Transportation and disposal etc.</p>	<p>Introduction of waste, Classification of waste such as solid, liquid, papers etc. Source and generation of waste. Principles of collection of waste and precaution. Transportation methods of different types of waste.</p>
12	<p>Carrying out laundry Procedures as per standards of cleanliness and time schedules.</p> <p>Receiving linen from the linen room and delivering it on time. Mark guest laundry accurately Pack guest laundry attractively</p>	<p>Knowledge of different types of linen and laundering procedures and detergents for each handling of different laundry equipment. Specialized stain removal techniques.</p>
13	<p>Deliver laundry as per time schedule. To fill and maintain the records.</p>	<p>Knowledge of exchange slips between laundry and linen room. Guest laundry bills. Stock registers.</p>
14	<p>Pest Control: -</p> <p>Prevention to be measured by the following pest control: - Mosquitoes, house flies, cockroaches and termite etc.</p>	<p>Importance of pest control. Procedure and methods of disinfectants. Schedule and duration of disinfectants.</p>
15 & 16	<p>Pupils should be able to Recognize markings, stark linen accordingly. Recognize Linen which is acceptable recognized infected and special bedding Check and handle soiled linen.</p>	<p>Knowledge of different linen and fabrics and sizes. Linen (how many set) per room. Knowledge of bed / bath / dining linen.</p>
17 & 18	<p>Operate linen chute marking the linen handing it over to laundry cell. Receiving it back from laundry cell Storing it and issuing it to floor and dependents guests. To fill and maintain the records.</p>	<p>Mending & minor repair of linen. Maintenance procedure of requisition slips, stock registers, inventory sheets.</p>
19	<p>Pupil is to perform to select and maintain and properly utilize the linen maintenance equipment and materials. Maintenance of stock registers and accounts stock, checking etc.</p>	<p>Knowledge of availability in the market quality and source of the equipment & materials. Methods of keeping records and documents.</p>
20	<p>Restoration of Long un-used Spaces : Methods to be followed by House Keeping Processes: -</p>	<p>Importance and safety precautions to be followed at the time of performing House Keeping procedure in sequence for</p>

	<p>By wearing covered dress e.g. jacket, gloves, musk and cap etc.</p> <p>By applying disinfection spray first;</p> <p>By destroying all the clothes, beddings, linen etc.</p> <p>By cleaning all the Furniture & Fixtures by disinfects materials;</p> <p>By white washing & Painting walls, Doors, windows, etc.</p> <p>By cleaning and sterilizing all utensils, reservoirs etc.</p>	<p>Restoration of long un-used spaces occurred by closer, accident, unnatural death etc.</p> <p>Precautionary measures to be taken at the time of using disinfected materials.</p>
21	<p>Safety on fire, electrical, natural hazards.</p> <p>To identify the risk area in office.</p> <p>Supervising fire prevention activities.</p> <p>Demonstration & instruction by fire department or fire brigade.</p> <p>Detect source e of fire.</p> <p>Operate fire alarm, smoke detector.</p> <p>Ensure periodical fire fighting drill.</p>	<p>Classification of fire in office.</p> <p>Basic methods of extinction of fire.</p> <p>Principles of working of different types of fire extinguishers.</p> <p>Principles of different fire fighting equipment.</p> <p>Awareness of tacking dangerous situation e.g. earthquake, cyclones & floods etc.</p>
22	<p>Basic operation of computer, Windows and M S Office, Practiced of Data Entry in computer.</p>	<p>Basic Computer awareness in office management, Stony on windows & M S Office.</p>
23	<p>Demonstrate the activity help the pupils to carry out the activity.</p>	<p>Knowledge of the basic processes/methods involved in the activity sources/institution, which could be visited for a particular.</p>
24	<p>Evaluate the students as per the prescribed standards.</p>	<p>Through knowledge of the activities to be taught familiarity procedure of work oriented activities.</p>
25	Revision	
26	Examination	

TRADE: INSTITUTION HOUSE KEEPING

LIST OF TOOLS & EQUIPMENT

Sl. No.	Name of the Items	Quantities
1	Chamber maid's trolley	2 Nos.
2	Dust pans	2 Nos.
3	Buckets / Tubs	10 Nos.
4	Mop buckets for public areas.	10 Nos.
5	Mugs.	16 Nos.
6	Dust bins	16 Nos.
7	Spray cans for glass cleaning	16 Nos.
8	Containers for storing materials & equipments (cup board)/10 selves	2 Nos.
9	Soft brooms / hard brooms	16 Nos.
10	Carpet brushes – shampooing & dusting	1 No.
11	Upholstery brush	1 No.
12	Scrubbing brush (floors)	1 No.
13	W.C.Brush.	5 Nos.
14	Wall Brush	5 Nos.
15	Long handle fringe mops	5 Nos.
16	Long handle mops dry	5 Nos.
17	Long handle mops scrubbing brush	5 Nos.
18	Long handle mops dusting brush	5 Nos.
19	Bottle brushes	2 Nos.
20	Clothes scrubbing brush	2 Nos.
21	Sponges	5 Nos.
22	Steel wool	5 Nos.
23	Nylon scrubbers (soft)	5 Nos.
24	Cotton pads	1 No.
25	Blotting paper	2 Nos.
26	Duster- 50 cm X 50 cm	2 Nos.
27	Hand mops – 50 cm X 50 cm	2 Nos.
28	Yellow polishing cloths- Flannelette	2 Nos.
29	Class cloths	2 Nos.
30	Magnetic glass	2 Nos.
31	Vacuum cleaner domestic	1 No.
32	Vacuum cleaner industrial	1 No.
33	Carpet shampooing machine	1 No.
34	Electrical driers	1 No.
35	Ordinary step ladders of different height	2 Nos.
36	Washing machine (domestic) large	1 No.
37	Washing machine (domestic) small	1 No.
38	Floor scrubber / polisher	1 No.
39	Hydro extractors	1 No.
40	Metal stand for drying clothes	1 No.

41	Cleaning Materials : Detergent Deodorants Anti septic Disinfectants Room fresheners Carpet shampooing lotions Common stain removal agents Polishing agent.	
42	Computer:- Pentium III Processor with MMX, 1.13 GHz, 128 MB SDRAM, 40 GB HDD, CD Drive, 15" SVGA Color Monitor, 3 button Mouse, 105 Keys board/ latest.	1 No.
43	CD for Office management	1 No.
44.	Fire Extinguisher – Co ₂ / DCP	1 No.

Laundry cleaning material –

Laundry detergent powder/liquid

Soda

Bleaching powder

Neal (Rabin blue)

Tenopal

Insecticides & Rodenticides –

Latest Insecticides & Rodenticides materials.

Stain Removal -

Typical stain removal materials.

For colour cloth and white cloth.