

CURRICULUM FOR

BASIC HOUSE KEEPING
(CERTIFICATE LEVEL 1- 6 MONTHS)

Code:VH71S001

SCHEME OF STUDIES

Basic House Keeping

Sr #	Modules	Theory Hours	Practical Hours	Total Hours
1	Module 1: Maintain Hygiene, Sanitation & Groom	20	80	100
2	Module 2: Adhere safety precautions	10	40	50
3	Module 3: Clean public area front of the house	30	120	150
4	Module 4: Clean public area back of the house	20	50	70
5	Module 5: Set up in preparing of work	10	40	50
6	Module 6: Servicing of check out room, occupied room and vacant room	30	150	180
7	Module 7: Perform communication	20	80	100
8	Module 8: Develop professionalism and energy control	20	80	100
	TOTAL HOURS	160	640	800

Curriculum Template

1. **Introduction Template**
2. **Summary Template** –Curriculum Development for (Trade name)
3. **(Trade Name)Curriculum Contents (Teaching and Learning Guide)**
 - Module One: (Name of Module)
 - Objective of the Module
 - Duration of the Module / Theory Hours/ Practice Hours
 - Learning Unit / Learning Outcomes/ Learning Element/ Duration/ Materials Required/ Learning Place
4. **Assessment Template**
5. **List of Tools, Machinery & Equipment**
6. **List of Consumable Supplies**

Overall objective of the course

The basic housekeeping course enables the trainees to perform their routine skilled tasks to carry out a variety of house keeping duties and assist other team members in housekeeping duties.

Competencies gained after completion of the course:

The learners will gain competencies in;

- Personal and work hygiene
- Communication skills
- Aptitude and behavior
- Handling housekeeping equipment
- Required housekeeping skills at floor and public area of the hotel
- Knowledge about guest supplies, house hold supplies and detergent agents
- Dealing with guests

Job opportunities available immediately and in future

After completing this course the learner will have the opportunity of jobs in;

- Hotels (locally and internationally)
- Restaurants
- Hospitals
- Hostels
- Messes
- Multinational companies
- Catering companies
- Offices etc.

Overview about the program –Curriculum for (Trade name)

Module Title and Aim	Learning Units	Theory ¹ Days/hours	Workplace ² Days/hours	Timeframe of modules
Module 1 Maintain Hygiene, sanitation and grooming The aim of the module is to know about personal hygiene, work hygiene and grooming	<ul style="list-style-type: none"> ● Uniform and shoes ● Hair, nail, shave etc. ● Gesture and posture. ● Courtesy, manners and professionalism ● Personal ethics <p>Work place hygiene</p> <ul style="list-style-type: none"> ● Tools and Clean agents ● Harmful Bacteria ● Sources of spreading bacteria. ● Prevention from spreading bacteria. ● Clean of household supplies and equipment 	20 hrs	80 hrs	100
Module 2 Adhere Safety Precautions The aim of the module is to take precautions regarding health and safety	<ul style="list-style-type: none"> ● Work place safety ● Personal safety ● Causes of accidents ● Guest safety ● Lifting heavy objects ● Disposing of garbage. ● Handling equipment ● Handling detergent agents. 	10 hrs	40 hrs	50
Module 3 Clean Public Area (Front of the house) The aim of the module is to know how to clean public area	<ul style="list-style-type: none"> ● Clean lobby area ● Lounges ● Restaurants ● Bars ● Banquet rooms ● Conference and meeting rooms ● Lifts ● Corridors ● Stairs ● Public toilets ● Empty ashtrays and waste bins 	30 hrs	120 hrs	150 hrs

¹ Learning hours in training provider premises

² Training workshop, laboratory and on-the-job workplace

	<ul style="list-style-type: none"> ● Clean glass ● Clean offices ● Clean business centers ● Clean basement ● Clean lockers rooms ● Clean office at the back of the houses ● Clean kitchens and bakery ● Clean stores ● Clean cloak room 			
<p>Module 4 Clean Public Area (Back of the house)</p> <p>The aim of the module is to know how to clean public area</p>	<ul style="list-style-type: none"> ● Clean offices ● Clean basement ● Clean lockers rooms ● Clean office at the back of the houses ● Clean kitchens and bakery ● Clean stores ● Clean cloak room ● Car parking ● Mosque 	20 hrs	50 hrs	70 hrs
<p>Module 5 Set up and preparing for work</p> <p>The aim of the module is to know about preparing for work</p>	<ul style="list-style-type: none"> ● Setting up a trolley ● Identifying guest room supplies ● Handling trolley at the floor. ● Collect required electrical and non electrical equipment 	10 hrs	40 hrs	50 hrs
<p>Module 6 Servicing of a check out room, vacant room, occupied room, Servicing bathroom and turn down service.</p> <p>The aim of the module is to know proper ways of making different types of rooms</p>	<ul style="list-style-type: none"> ● Terms used in house keeping ● Entry procedure ● Check lost and found items ● Sequence and procedures ● Stripping bed ● Bed making ● Routine Clean ● Replenish guest supplies ● Check for repair 	30 hrs	150 hrs	180 hrs

	<p>and maintenance</p> <ul style="list-style-type: none"> ● Adjust thermostat of air conditioner ● Adjust TV ● Vacuum room ● Evening turn down service ● Final look and maintaining maid report. ● Types of room ● Washing the accessories ● Clean the bath ● Clean and dry shower head and hose ● Clean walls and door-front and back and jambs ● Clean toilet ● Clean basin and surroundings ● Replenish guest supplies ● Clean the floor 			
<p>Module 7 Perform communication skills</p> <p>The aim of the module is to know about effective communication and its importance</p>	<ul style="list-style-type: none"> ● Oral communication. ● Written communication. ● Non verbal communication. ● Visual ● Barriers to communication ● Body language ● Active listening ● Communication with customers ● Communication with co-workers ● Communicate with juniors ● Communicate with supervisors ● Using the telephone ● Replying calls ● Greeting ● Identification of the department ● Identification of 	20 hrs	80 hrs	100

	yourself <ul style="list-style-type: none"> ● Ask the callers need\ ● Transferring calls ● Holding calls ● Taking messages ● Making calls 			
Module 8 Develop professionalism and Energy control The aim of the module is to develop professionalism and control energy	<ul style="list-style-type: none"> ● Introduction of hotel ● Introduction of house keeping ● Job descriptions ● Responsibilities ● Area know how ● Know how of equipments ● Job responsibilities ● Dos and dont ● Controlling cost. ● How to control cost ● Save energy save money ● Sense of equity ● Maid report ● Maintenance report ● Clean and care for equipment trolley ● Servicing pantry ● Close down the shift in a systematic professional manner ● Stain removal from carpet 	20 hrs	80 hrs	100

Module: 3 Title: ...CLEAN PUBLIC AREA (FRONT OF THE HOUSE)

Objective of the Module:To give information to the students about Clean of front and back of the house.

Duration: ...150... hours Theory: hours Practice: hours

<p>1. Clean lobby area</p>	<p>After completing this unit student will know how to clean lobby</p>	<p>Knowledge of: As above.</p> <ul style="list-style-type: none"> • mopping • scrubbing • buffing • dusting <p>Ability to: Clean lobby</p>	<p>2 hours 10 hours</p>	<p>Lobby, vacuum cleaner, scrubbing machine, buffing machine and mops</p>	<p>Work place</p>
<p>2. Clean lounges</p>	<p>After completing this unit student will know how to clean lounges</p>	<p>Knowledge of: Clean a lounge same as above</p> <p>Ability to: Clean lounges</p>	<p>1 hour 10 hours</p>	<p>Model bed room and bath and guest supplies</p>	<p>Class room and work place</p>
<p>3. Clean restaurants</p>	<p>After completing this unit student will know to clean a restaurant</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Remove furniture • Clean the restaurant • use hot water • use detergent agents • scrub • mop the restaurant • dust off the furniture • dry up <p>Ability to: Clean a restaurant</p>	<p>6 hours 10 hours</p>	<p>Hand out and model bed room</p>	<p>Work place</p>
<p>4. Clean bars</p>	<p>After completing this unit</p>	<p>Knowledge of: Clean a bar</p>	<p>2 hours</p>	<p>Floor, scrubbing machine,</p>	<p>Work place</p>

	student will know how to clean bars	Same as above Ability to: Clean bars	10 hours	vacuum and mops	
5. Clean banquet Hall	After completing this unit student will know how to clean banquet room	Knowledge of: <ul style="list-style-type: none"> • clean banquet room • set up banquet according to the function • attend the banquet hall during the session Ability to Clean banquet and set it for any function	3 hours 10 hours	Mops and dusters	Work place
6. Clean conference rooms and meeting room	After completing this unit student will know how to clean conference room	Knowledge of: <ul style="list-style-type: none"> • clean conference room and meeting room • set of conference room and meeting room • supply needed materials • make seating arrangements Ability to: Set a conference and meeting room	3 hours 15 hours	Fully equipped maid box	Work place
7. Clean lifts	After completing this unit student will know how to clean lifts and	Knowledge of <ul style="list-style-type: none"> • To know method of Clean a lift/elevator • To adopt safety precaution while Clean a lift 	2 hours	Lift and housekeeping supplies	Work place

Module: 4 Title: ...CLEAN PUBLIC AREA (BACK OF THE HOUSE)

Objective of the Module:To give information to the students about Clean of front and back of the house.

Duration: ...70... hours Theory: hours Practice: hours

<p>1. Clean cloak room/rest room/toilets</p>	<p>After completing this unit student will know how to clean cloak room/rest room/toilet</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • clean of cloak room • Adopt proper method of Clean public toilets • clean rest rooms <p>Ability to: Clean a cloak room</p>	<p>3 hours 6 hours</p>	<p>Cloak room/ toilets and housekeeping supplies</p>
<p>2. Collecting Clean tools and Clean agents</p>	<p>After completing this unit student will know how to collect tools and Clean agents</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Identify required tool and detergent agents for different areas • Collect house keeping equipment • Collect proper detergent agents • Clean properly <p>Ability to: Collect proper equipment according to the requirement</p>	<p>4 hours 6 hours</p>	<p>Housekeeping equipment and Clean agents</p>
<p>3. Clean of tools after use</p>	<p>After completing this unit student will know how clean tools</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • clean tools and equipment • empty vacuum cleaner • wash dusters • make sure the requirement of the next shift <p>Ability to: Clean tools and equipment</p>	<p>3 hours 8 hours</p>	<p>Housekeeping tools</p>

<p>8. Check for repair and maintenance</p>	<p>After completing this unit student will know how to check final product</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • out of order • to check for repair and maintenance • to know the right procedure of checking for maintenance • to report any maintenance • follow up <p>Ability to: Check and report repair and maintenance</p>	<p>2 hour 8 hours</p>	<p>Hand outs and maintenance report</p>	<p>Class room and work place</p>
<p>9. Checking of all electric appliances</p>	<p>After completing this unit student will know how to adjust air conditioner thermostat</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • adjust thermostat • why is it necessary <p>Ability to: Adjust thermostat</p>	<p>1 hour 6 hours</p>	<p>Hand outs and model bed room</p>	<p>Class room and work place</p>
<p>10. Adjust T.V</p>	<p>After completing this unit student will know how to adjust T.V</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • adjust T.V • report any fault <p>Ability to: Adjust T.V</p>	<p>1 hour 6 hrs</p>	<p>Hand outs and model bed room</p>	<p>Class room and work place</p>
<p>11. Turn down service</p>	<p>After completing this unit student will know how to give evening turn down service</p>	<p>knowledge of:</p> <ul style="list-style-type: none"> • to give evening turn down service • switch on the bed side lamp • turn the blanket from one side • place breakfast menu • laundry bag and laundry list • place the sleepers on the 	<p>2 hrs</p>	<p>Hand outs and model bed room</p>	<p>Class room and work place</p>

		<ul style="list-style-type: none"> curtain <p>Ability to: Clean bathroom</p>	8 hrs		
15. Clean walls, door-front and back	After completing this unit student will know how to clean walls and doors	<p>Knowledge of:</p> <ul style="list-style-type: none"> to clean every side of the doors to clean the walls to clean the doors from every side <p>Ability to: To clean the walls and doors from every side</p>	1 hour 6 hrs	Hand outs and model bed room	Class room and work place
16. Clean toilet	After completing this unit student will know how to clean toilet	<p>Knowledge Of:</p> <ul style="list-style-type: none"> clean toilet use detergent agent dry up of the toilet replenish toilet roll <p>Ability to Clean toilets</p>	2 hrs 10 hrs	Model bed room and bathroom and hand outs	Class room and work place
17. Clean basin and surrounding	After completing this unit student will know how to clean basin and it surroundings	<p>Knowledge of:</p> <ul style="list-style-type: none"> replenish guest supplies deal with the used guest supplies <p>Ability to: Replenish guest supplies according to the house policy</p>	1 hr 6 hrs	Model bed room and guest supplies	work place
18. Replenishing guest supplies	After completing this unit student will know how to replenish guest supplies	<p>Knowledge of:</p> <ul style="list-style-type: none"> clean the floor mop the floor dry up the floor brush the carpet vacuum <p>Ability to: Clean the floor properly</p>	1 hr 6 hrs	Model bed room, bath room and public area	Class room and work place

		<ul style="list-style-type: none"> • Cold • Giving orders • Bored • Surprised • Tired • Confused • Environment <p>Ability to: Sense various expression of body</p>	4 hours		
7. Active listening	After completing this unit the student will know what is active listening	<p>Knowledge of: importance of active listening</p> <ul style="list-style-type: none"> • Mirroring • Paraphrasing • Summarizing • Targetted 	1 hour 3 hours	Hand outs	Class room
8. Communication with guests	After this unit the student will know, how to communicate with guests	<p>Knowledge of: How to speak with the guests</p> <ul style="list-style-type: none"> • Be polite • Be clear • Be positive • Be helpful • Be committed • Be honest • Be truthful <p>Ability to: Communicate with guests</p>	1 hour 4 hours	Hand outs	Class room
9. Communication	After completing	Knowledge of: How to communicate with	2 hours	Hand outs	Class room

Module: 8 Title:..DEVELOP PROFESSIONLISM...

Objective of the Module:To professionalism and energy control

housekeeping

Duration: 100 hours

Theory: _20_ hours

Practice: 80_ hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Introduction of hotel	Student will come to know what is a hotel	Knowledge of: Hotels Motels Restaurant Types of hotel	2 hours 10 hours	Hand outs and visual aids	Class room
2. Introduction to housekeeping	After the session the students will be fully aware of house keeping department and its sections	Knowledge of: Housekeeping department Various sections of housekeeping department	2 hours 8 hours	Hand outs and visual aids Over head projector and hand outs	Class room Class room
3. Responsibilities of housekeeping department	After this session the students will know about the responsibilities of the housekeeping	Knowledge of: <ul style="list-style-type: none"> • To clean the entire hotel • To clean the public area • To clean the floor • To provide comfort to the guest 	3 hours 6 hours	Work place exposure and provide hand outs	Work place and class room

<p>6. Energy conservation and Controlling cost</p>	<p>After completing this unit, student will come to how to conserve energy</p>	<p>Knowledge of: energy conservation</p> <ul style="list-style-type: none"> • How to control energy • Benefits of controlling energy and cost <p>Ability to: To conserve energy and control cost</p>	<p>2 hours 8 hours</p>	<p>Hand outs</p>	<p>Class room</p>
<p>7. Sense of equity</p>	<p>After completing this unit, the student will have a sense of equity</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • To own responsibilities • To care the assets of the hotel as his own • To know the benefits of equity 	<p>2 hours 8 hours</p>	<p>Hand outs</p>	<p>Class room</p>
<p>8. Maid report</p>	<p>After completing this unit student will know how to make a maid report</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Make maid report • Make a lost and found report • Make a maintenance report • Make a housekeeper report <p>Ability to: Make these reports</p>	<p>2 hours 10 hours</p>	<p>Hand outs and maid report</p>	<p>Class room and work place</p>

2. Assessment Template

Module 1 (name) personal hygiene , work hygiene and grooming skill

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> ● Clean of body ● Uniform and shoes ● Hair, nail, shave etc. ● Gesture and posture. ● Courtesy and manners ● Personal ethics 			<ul style="list-style-type: none"> ● Explain personal hygiene ● What is courtesy and manner 	MCQs Short questions Direct observation	

Module 2 (name) health and safety standard

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> ● Work place safety ● Personal safety ● Causes of accidents ● Guest safety ● Lifting heavy objects ● Disposing of garbage. ● Handling equipment ● Handling detergent agents. 			<ul style="list-style-type: none"> ● Handle house keeping equipment and detergents 	observation	

Module 3 (name) Clean of public area front of the house)

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> ● Clean lobby area ● Lounges ● Restaurants ● Bars ● Banquet rooms ● Conference and meeting rooms ● Lifts ● Corridors ● Stairs ● Cloakrooms /rest rooms/toilets ● Empty ashtrays and waste bins ● Clean glass ● Collect Clean tools and Clean agents ● Clean tools after use ● Clean restaurants ● Clean offices ● Clean business centers <p>Store Clean tools and material</p>			<ul style="list-style-type: none"> ● Vacuum ● Dust of furniture ● Mop floor 	Observation	

Module 4 (name) Clean public area (back of the house)

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> ● Clean basement ● Clean lockers rooms ● Clean office at back of the houses ● Clean kitchens and bakery ● Clean stores 			<ul style="list-style-type: none"> ● Clean offices ● Describe work order procedure 	Observation MCQs	

Module 5 (name) set up and preparing for work

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> ● Setting up a trolley ● Identifying guest room supplies ● Handling trolley at the floor. <p>Collect required electrical and non electrical equipment</p>			<ul style="list-style-type: none"> ● Identify house supplies ● Set up trolley 	Observation	

Module 6 (name) servicing of a check out room, occupied room, vacant room and evening turn down service

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> ● Terms used in house keeping ● Entry procedure ● Check lost and found items ● Sequence and procedures ● Stripping bed ● Bed making ● Routine Clean ● Replenish guest supplies ● Check for repair and maintenance ● Adjust thermostat of air conditioner ● Adjust TV ● Vacuum room ● Turn down service ● Final look and maintaining maid report. ● Types of room ● Washing the accessories ● Clean the bath ● Clean and 			<ul style="list-style-type: none"> ● Make a bed ● Adjust electric appliances ● Clean toilet 	Observation	

dry shower head and hose ● Clean walls and door-front and back and jambs ● Clean toilet ● Basin and surroundings ● Replenish supplies Clean the floor					
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Module 7 (name) Perform communications

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> ● Oral communication. ● Written communication. ● Non verbal communication. ● Visual ● Barriers to communication ● Body language ● Active listening ● Communication with customers ● Communication with co-workers ● Communicate with juniors Communicate with supervisors			<ul style="list-style-type: none"> ● Make a message slip ● What is body language ● How to communicate with juniors 	Observations MCQs Short questions	

Module 8 (name) Professionalism and energy controls

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
<ul style="list-style-type: none"> • Introduction of hotel • Introduction of office keeping • responsibilities • Maid report • Maintenance report • Clean and care for equipment and trolley • Servicing pantry area • Close down the shift in a systematic professional manner 			<ul style="list-style-type: none"> • identify areas of hotel • responsibilities of house keeping department • procedure and controlling of energy • Set up maid report 	<p>Observation MCQs Answer and Questions</p>	

Module 2 (name)

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates

Supportive notes

- Assessment context
- Critical aspects
- Assessment condition
- Resources required for assessment

3. List of Tools, Machinery & Equipment

Name of Trade	Basic Housekeeping
Duration	6 Months

Sr. No.	Name of Item/ Equipment / Tools	Qty.
	Electrical	
1.	Vacuum cleaner	
2.	Shampooing machine	
3.	Scrubbing machine	
4.	Polishing machine	
5.	Buffing machine	
	Non-Electrical	
1.	Maid Box	
2.	Floor Trolley	
3.	House maid trolley	
4.	Public area trolley	
5.	Linen Trolley	

4. List of Consumable Supplies

Name of Trade	Basic Housekeeping
Duration	6 Months

Sr. No.	Name of Consumable Supplies
1.	Guest Supplies
2.	House Hold Supplies
3.	
4.	
5.	