



MANONMANIAM SUNDARANAR UNIVERSITY
DIRECTORATE OF DISTANCE AND CONTINUING EDUCATION
TIRUNELVELI – 627012, TAMIL NADU.

SYLLABUS AND SCHEME OF EXAMINATION

(For the Candidates Admitted From the Calendar Year June 2010 – Dec 2010)

Diploma in House Keeping Management

Course Code: HTG08

Distance Education Programme

Annual Pattern

Diploma in House Keeping Management

Regulations

Course Code	HTG08	
Name of the Course	Diploma in House Keeping Management	
Duration of the Course	One Year (Non-semester)	
Eligibility for Admission to the Course	10th Standard Pass or any other examination accepted as equivalent thereto by the Manonmaniam Sundaranar University, Tirunelveli.	
Course of Study	The course of study for Diploma in House Keeping Management shall consist of only the Core Subjects.	
Medium of Instruction	The medium of instruction and examination for all the papers shall be in ENGLISH ONLY.	
Conduct of Theory and Practical Classes	Theory and practical classes shall be conducted at the Distance Education Study Centres as per the guidelines of the DDCE, Manonmaniam Sundaranar University.	
Instructional Hours for both Theory and Practical Papers	Instructional Hours for both Theory and Practical Papers shall be decided by the Distance Education Study Centres in consultation with the DDCE, Manonmaniam Sundaranar University.	
Industrial Training	As prescribed by the DDCE, Manonmaniam Sundaranar University, Tirunelveli at Companies / Industries / Business Establishments associated with the Distance Education Study Centres.	
Examinations	Examination for all the subjects will be conducted at the end of each year. Date of commencement of examinations shall be 15 th May for Academic Year Batch and 15 th December for Calendar Year Batch.	
Duration of Examination	Theory	3 hours / paper
	Practical	3 hours / paper
	Industrial Training and Viva Voce	As stipulated by the Manonmaniam Sundaranar University
Passing Minimum	<p>a) A candidate shall be declared to have passed in a paper, if he / she obtains not less than 35% of marks in that paper. He / she shall be declared to have passed the whole examination, if he / she passed all the papers.</p> <p>b) A candidate failing to secure the minimum marks prescribed shall be required to re-appear for the examination in that paper and obtain not less than the minimum marks required for passing the paper.</p>	

Classification of Successful Candidates	<ul style="list-style-type: none"> a) A candidate who passes all the examinations in the first attempt within a period of one year securing 75% of total marks or above the aggregate marks shall be declared to have passed the diploma examination in FIRST CLASS with DISTINCTION. b) Successful candidates passing the examinations securing not less than 60% of total marks shall be declared to have passed that Part in FIRST CLASS. c) Successful candidates passing the examinations securing not less than 50% of the total marks but below 60% shall be declared to have passed in SECOND CLASS. d) All other successful candidates shall be declared to have passed the examinations in THIRD CLASS.
Conferment of the Diploma	<p>No candidate shall be eligible for conferment of the diploma unless the candidate has undergone the prescribed course of study for a stipulated period of time and has passed the examinations as have been prescribed.</p>

Diploma in House Keeping Management Syllabus

Year I				
Sl. No.	Paper Code	Paper Name	Marks	
			Min	Max
1	HDK11	House Keeping Operations	35	100
2	HDK12	Hotel Engineering	35	100
3	HDK13	Information Technology for Hospitality Industry	35	100
4	HDK14	Customer Relationship Management	35	100
5	HDK15	Practical – House Keeping and Information Technology	35	100
6	HDK16	Industrial Training & Viva Voce	35	100
Total				600

Paper Code: HDK11 Hotel Housekeeping Operations		
Unit No.	Topic	Contents
1	Role of Housekeeping	Meaning and definition/ importance Role in achieving guest satisfaction and repeat business.
		Organisation of Housekeeping: Organisation Chart of Housekeeping applicable to categories of hotels. Role of key Personnel's of the dept. Personality traits of various personnel. Layout of the Housekeeping department Identifying responsibilities of House Keeping.
2	Cleaning and Cleaning Agents	Principles of cleaning, hygiene and safety factors in cleaning, Methods of organising cleaning, Frequency of cleaning daily, periodic, special design features that simplify cleaning. Use and care of Equipment
		Cleaning Agents - General Criteria for selection, Classification, Polishes, Floor seats, Use, care and Storage, Distribution and Controls. Use of Eco-friendly products in Housekeeping. Composition, care and cleaning of different surfaces
		Beds & Mattresses: Single, Double, Queen, King Mattress Protector and Mattresses
		Pest Control - Areas of infestation, Preventive measures and Control measure
3	House Keeping Supervision	House Keeping Supervision: Importance of Inspections. Checklist preparation, Dirty dozen, Degree of discretion/delegation to cleaning staff. Self-supervision techniques.
		Records of House Keeping Department: Reporting Staff placement, Room Occupancy Report, Guest Room Inspection Entering Checklists, Floor Register, Work Orders, Log Sheet. Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report, Handover Records, Guest's Special Requests Register, Record of Special Cleaning, Call Register, VIP Lists
4	Safeguarding Assets	Concerns & concepts of safety and Security in Housekeeping. Controlling Thefts: Employee, Guest and External Person. Security in Guest room. Safety: Accidents, Fires (causes, procedure and reporting) First Aid: Concepts of emergency procedures.
		Keys: Types of keys handled by House Keeping. Computerized key cards. Key control in the department.
5	Linen / Uniform/ Tailor Room	Laundry – Introduction, Duties & Responsibilities of laundry personnel, Flow process of Industrial Laundry, Equipments & layout of laundry, Dry cleaning & Guest laundry.
		Linen & Uniform - Classification & sizes of various Linen, Duties & responsibilities of linen & uniform personnel, Layout of linen / uniform room, Storage condition, inspection & issuing of linen, Stock taking, par stock, inventory & condemned linen maintenance, Sewing room, Budget

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Hotel Housekeeping Training Manual	Andrews Sudhir (1985)	Tata Mc Graw-Hill Publishing Co. Ltd.
2	Hotel Housekeeping Principles and Practice	Joan C. & Lennox; Margaret Branson (1969)	Edward Arnold London.
3	Housekeeping Management for Hotels and Residential Establishments	Rosemary Hurst (1971)	William Heinemann.
4	The Professional Housekeeping	W. Winter; Doris Hatfield; H. Hatfield (1989)	Hyperion Books.
5	The Professional Housekeeper	Schneider Madelin; Tucker Georgina and Scoviak Mary (1999)	John Wiley & Sons Inc, New York.
6	Professional Management of House- keeping Operations	Martin Robert J (1998)	John Wiley & Sons New York.

Paper Code: HDK12 Hotel Engineering		
Unit No.	Topic	Contents
1	Hotel Maintenance Management	Introduction & Scope in Hotels, Classification and Types, Maintenance Programmes.
		Engineering Department - Organization & Setup of the Department
		Duties and Responsibilities of the Staffs
2	Fuels	Fuels - Types of Fuels available, Gases, Precautions while using them - Heat Parts, BTU, Thermal & Calorific values, Calculation of heat requirements, Fuel Requirement, Principle of Bunsen burner, Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.
3	Electricity	Electrical Systems: Fuses and circuit breakers, Distribution panels and wiring, Electric motors, Controls and drive elements, Electronic equipment, Reading electrical utility meters, Checking the bill for electrical energy, AC and DC system of supply, Power in ac single and three phase.
		Lighting Systems – sources, lighting system design, maintenance.
4	Water Management System	Water & Waste water systems – usage, quality of water, heating, water conservation & swimming pool.
		Sanitary Systems - Sinks, basins, Water closet, bidets and their fittings, Use of water traps and water seals, water pipes and soil pipes, Inspection chambers- blockages and leakages and their remedies.
5	Refrigeration	Principle uses of refrigeration in hotel and catering industries,
		Different types of refrigeration systems and refrigerants
		Coolers and freezers, care and maintenance of these systems.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Hospitality Facilities Management & Design	David M. Stipanuk.	Amer Hotel & Motel Association
2	Hotel Maintenance	Arora K C	Standard Publishers Distributors
3	Housekeeping Management for Hotels and Residential Establishments	Rosemary Hurst (1971)	William Heinemann.

Paper Code: HDK13 Information Technology for Hospitality Industry		
Unit No.	Topic	Contents
1	Introduction to Computers	Introduction to computer, Definition of a computer, Computer generations, Classification of a computer, Areas of application. Information Technology.
		Components of a computer system: CPU, input devices, output devices, storage devices and memory
		Software: System software, Application software. Programming languages, Packages.
		Operating system: Functions of an Operating System, Classification of Operating Systems
		Introduction to DOS - Graphical User Interface Systems, Basic components of a GUI system - Advantages of GUI over CUI
		Introduction to Windows XP. Window Explorer, Managing files and folders, Using Paint Brush, WordPad & Notepad
2	Microsoft Word	Introduction to Word Processor, Overview of Word Processor Packages, Use of word in different areas, Document concept (Creating, Saving, Opening, Closing Document)
		Formatting document. Copy, cut and paste. Working with margins and page setup.
		Tables, Uses of drawing toolbar, Columns, header & footers. Printing procedure, Spell Check & Thesaurus.
		Mail Merge
3	Microsoft Excel	Introduction to spread sheet. Overview of spread sheet packages. Understanding Excel Sheet - Inserting, deleting and hiding columns / Rows, Printing a sheet
		Manipulating formulas and functions
		Working with charts
		Sort & Filter
4	Microsoft PowerPoint	Presentation - Explain its need, Overview of presentation packages. Use of powerpoint, Making Presentation
		Different types of slide layouts. Slide view, slide sorter view and slide show buttons. Setup show
		Applying design templates and backgrounds. Transitions & custom animation effects.
5	Internet	Introduction to Networks, Need for Networks
		Introduction to Internet, History of Internet, The World Wide Web. Internet browsers. Internet Tools – E-Mail, Search engines. Introduction to E – commerce.
		Virus, Types of viruses, How do virus spread, Symptoms of a virus attack, Prevention of virus attack, Detection of viruses, Removing viruses.

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Peter Norton's Introduction to Computers	Peter Norton	TMGH.
2	Computer Programming And Applications	R.Krishnamoorthi	J.J Publications.
3	Computer Today	K. Basandra	Galgotia Publications, New Delhi.
4	Fundamentals of Information Technology	Alexis Leon, Mathews Leon	Vikas Publishing House
6	Microsoft Word 2007 Bible	Herbert L. Tyson, Herb Tyson	John Wiley & Sons
7	Microsoft Office Word 2007 Plain & Simple	Jerry Joyce, Marianne Moon	Microsoft Press
8	Windows XP	Andy Rathbone	Wiley Publishing, Inc.,
9	Windows XP in a Nutshell: A Desktop Quick Reference	David A. Karp, Tim O'Reilly et al	O'Reilly
10	Microsoft Office Excel 2007 Quicksteps	John Cronan	McGraw-Hill Professional
11	Excel 2007 Formulas	John Walkenbach	John Wiley and Sons.
12	Microsoft Office PowerPoint 2007 QuickSteps	Carole Boggs Matthews	McGraw-Hill Professional.

Paper Code: HDK14 Customer Relationship Management		
Unit No.	Topic	Contents
1	Customer Relationship Management	Definition of CRM, Components of CRM, Need for CRM
		Role of CRM in Improving Customer Relationships
		CRM and Marketing
2	CRM in Travel and Tourism	CRM in Travel and Tourism Industry
		CRM in the Front Office of the Hotel Industry
3	Communication Skills	Meaning and Definition, Process, Functions, Objectives
		Importance, Essentials of good communication
		Communication barriers - Overcoming communication barriers
		Principles of Communication or 7 Cs
		Media of Communication
		Types of Communication
4	Oral Communication	Meaning, nature and scope, Principles of effective oral communication
		Techniques of effective speech
		The art of listening, Principles of good listening.
5	Personality Development	Body Language Non verbal communication
		Etiquette Good Manners
		Mind Mapping
		Writing Skills
		Resume Preparation
		Facing Interview

REFERENCE BOOKS:

Sl. No.	Title of the Book	Author	Publisher
1	Customer Relationship Management: Modern Trends And Perspectives	Shanmugasundaram S.	PHI Learning Pvt. Ltd.
2	Customer Relationship Management	Rajendra Kumar Sugandhi	New Age International.
3	Customer Relationship Management: Concepts And Cases	Rai	PHI Learning Pvt. Ltd.
4	Customer Relationship Management: Lufthansa	P. Schulz et al.	GRIN Verlag, 2008
5	Business Communication (Principles, Methods and Techniques)	Nirmal Singh	Deep & Deep Publications Pvt. Ltd., New Delhi.(2006)
6	Business Communication	K. K. Sinha	Galgotia Publishing Company, New Delhi
7	Education & Personality Development	P.K.manoharan	APH Publishing

Paper Code: HDK15 Practical – I House Keeping Operations and Information Technology		
Expt. No.	Topic	Contents
1	House Keeping Operations	Rooms layout and standard supplies (amenities).
		Identification of cleaning equipments both manual and automatic. Usage of different brushes, brooms, mops and other equipments.
		Cleaning of different surfaces e.g.: windows, tabletops, picture frames, under beds, on carpet, metal surfaces, tiles, marble and granite tops. (Use of different cloths, abrasives, polishes and chemical agents)
		Cleaning of bathrooms (morning and evening service), placing/ replacing guest supplies and soiled linen.
		How to do a guest room inspection: Use of check list. Making a maintenance order. Follow up with Control Desk.
		Room attendant Trolley: Set up, stocking and usage.
		Bed making: Identifying of linen. Bed making process. Morning and evening service. Turn down service.
		Public Area Cleaning: Different procedures. Cleaning of different areas. Preparation of Checklist.
2	Information Technology	Prepare a simple document containing the services provided in the hotel using MS Word.
		Create relevant tables for staff list, payroll and stock maintenance in Excel
		Prepare a PowerPoint presentation for a hotel / resort
		Browse various Hoteliers' Websites.
		Create an E-mail ID.

Paper Code: HDK16 Industrial Training and Viva Voce					
Unit No.	Topic	Contents			
1	Objectives	Application of theoretical and practical knowledge gained through the curriculum in an industrial environment.			
2	Procedure	During the course of study, the student has to undergo Industrial Training for a period of three months in a hotel / resort of repute.			
		During the training period, the student has to get exposed only to the house keeping department of the hotel / resort.			
		During the training period, the student has to maintain a Log Book periodically signed by the Training Manager.			
		At the end of the training period, the student has to submit the Log Book for university verification.			
		At the end of the training period, the Training Manager has to submit a Performance Appraisal Form (PAF), in a sealed cover, to the examiners through the institute.			
3	Evaluation	Examiners, one external, appointed by the university and another one internal, appointed by the Distance Education Study Centre shall evaluate the Log Book and award marks.			
		Student has to appear before the examiners for viva voce. The viva voce will have extensive questions from the curriculum as well as from the Industrial Training.			
		Distribution of Marks	Maximum		Minimum
			External	Internal	
		Log Book	5	5	35
		Viva Voce	20	20	
		Performance Appraisal by the Training Manager	50		
Total	100		35		