

# **Syllabus**

**For the trade of**

**CORPORATE HOUSE KEEPING**

**Under Craftsmen Training (CTS)**

**Year 2002**

**Designed by**

**Government of India**

**Ministry of Labour (D.G.E.&T.)**

**CENTRAL STAFF TRAINING AND RESEARCH**

**INSTITUTE**

**EN – Block, Sector – V, Salt Lake,**

**Kolkata-700091.**

**List of members of the Trade Committee Meeting to approve the syllabus for the Trade of “Corporate House Keeping” under CTS held on 27.11.2002 at CSTARI**

1.	Shri H. Somasundaram, Director	CSTARI, Kolkata	Chairman
2.	Shri V.S.Gour, JDT	CSTARI, Kolkata	Member
3.	Shri P.K.Mukherjee, Proprietor	M/S Peekay Enterprise	Member
4.	Shri D.K.Majumder, Manager	M/S Peekay Enterprise	Member
5.	Smt. Sudeshna Guha, Proprietor,	M/S House Keeper	Member
6.	Smt. Sarmila De, P.A.	M/S Indu Associated (Pvt.) Ltd.	Member
7.	Shri Sanjay Kant, DDT	CSTARI, Kolkata	Member
8.	Shri Pradeep Mathur, DDT	CSTARI, Kolkata	Member
9.	Shri Sanjay Kumar, DDT	CSTARI, Kolkata	Member
10.	Shri M.S.Ekambaram, ADT	CSTARI, Kolkata	Member
11.	Shri A.K.Patra, TO.	CSTARI, Kolkata	Member
12.	Shri H. Das, TO.	CSTARI, Kolkata	Member
13.	Shri M.Barui, TO.	CSTARI, Kolkata	Member
14.	Shri P.K.Kolay, TO.	CSTARI, Kolkata	Member
15.	Shri G.Nandi, Jr. D/Man	CSTARI, Kolkata	Member

## GENERAL INFORMATION

1. Name of the Trade : CORPORATE HOUSE KEEPING
2. N.C.O. Code No. :
3. Duration of Craftsmen Training : 06 months (26 Weeks)
4. Entry Qualification : 10<sup>th</sup> class passed
5. Unit size : 20
6. Space requirements : 2 sq.mts. /trainee.

## Syllabus for the Trade of “Corporate House Keeping” Under CTS

**Duration of Training: Six Months**

Week No.	Practical	Theory
1	<p><b><u>Introduction</u></b>                      Basic knowledge about Corporate house keeping, corporate culture and ability. Personal development, personality, leadership, communication.                      Familiarize with the corporate house keeping and its importance. Types of work done in this field and tools and equipment uses. Introduction to safety equipment and their uses.</p>	<p>Art of house keeping and types of work done in the field of corporate house keeping.                      Importance about safety and precaution to be observed while handling the cleaning equipment and using of cleaning materials.</p>
2 - 3	<p><b><u>Interior Decoration</u></b>                      Create environment to staff and visitors. Create and maintain aesthetic colour scheme.                      Make aesthetic and suitable arrangement of furnishing.                      Make necessary floor arrangements in office rooms and dining/ canteen hall. White washed- painted. Ensure proper lighting and ventilation in different office areas.</p>	<p>Understanding different colour scheme. Selection of colours of various purposes. Acquire knowledge of types and arrangement of furnishing and their maintenance.                      Have knowledge of flower arrangements and their importance.                      Quantitive and qualitative requirement of light and ventilation.</p>
4 - 6	<p><b><u>Office Linen Management</u></b>                      Procure linen from stores and laundry. Check proper storage of linen. To study washing and procedure of different linen in the laundry. Keep proper accounting of linen.</p>	<p>Acquire keen knowledge in Lines and then importance in office premises.                      Classification of linen.                      Characteristics of linen of different types.                      Nature of fabrics and uses.                      Linen selection, Procurement, storing physical facilities, required for linen rooms.                      Preparation                      Mending                      Security, Safety &amp; Control.                      Role of good material, material management in effective linen service such as carpets, curtains, upholstery, peps try.</p>

7-10	<p><b><u>House Keeping Equipment:</u></b>          Ensure proper custody, Maintenance of all house keeping equipment.          Maintenance of office equipments:          Phone, Fax, Computer, A.C. Machine, Photocopier, laminating machine, hoofers, vacuum cleaners, pillar spry (electric operated) etc.</p>	<p>Acquire basic knowledge of different types of equipment in use:-          Operational procedure of equipments, Safety measures in operation.          To have working knowledge in preventive maintenance of the housekeeping equipments which includes-          Maintenance Scheduling &amp; AMC, Maintenance procedure, Fault detection, Minor repair and cleaning of high raise building.</p>
11-13	<p><b><u>Environmental Hygiene</u></b>          Check both internal and external environmental hygiene of office premises.          Check overhead and underground tank, proper coverage, regular chlorination and cleaning for drinking water.          Check out purifier for drinking water.          Check work of staff engaged in cleaning rooms, lounges and dining hall.          Make supervision/ visit periodically and assign duties to staff to assure that areas are clean and tidy.</p>	<p>Introduction of hygiene, what is hygiene and environmental hygiene.          Personal Hygiene:          Use of gloves, musk, cloak musk and cap.          Types of environment,          Factors effecting the environment in offices.          Lay out, configuration work, flow of men, material and equipment in different areas.          Air, water, noise, pollution, causes of pollution and their control &amp; prevention.</p>
14	<p><b><u>Pest Control</u></b>          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 disinfectant.</p>
15 & 16	<p><b><u>Waste Management</u></b>          Supervise office waste disposal –          Collection,          Transportation, 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>

17 to 19	<p><b><u>Safety</u></b>  On Fire, Electrical, Natural hazards.  To identify fire risk area in office.  Supervising fire prevention activities.  Demonstration &amp; instruction by fire department or Fire Brigade.  Detect source of fire.  Operate fire alarm, smoke detector.  Ensure periodical fire fighting drill.</p>	<p>Awareness of prevailing Act.  Co-ordination of maintenance department.  Classification of fire in office.  Basic methods of extinction of fire.  Principles of working of different types of fire extinguishers.  Principles of different fire fighting equipment.  Awareness of tackling dangerous situation e.g. earthquake, cyclones &amp; floods etc.</p>
20 & 21	<p><b><u>Management task</u></b>  Procurement of house keeping equipments related to budget, quality and availability.  Plan, organize, control and monitor all housekeeping activity in hand for effective utilization of resources.  Maintain various house keeping records &amp; documents.  MIS-Management information system.</p>	<p>What is management information system (MIS). Principles of management and their applications in house keeping. Activities of MIS and maintaining records by MIS.</p>
22	<p><b><u>Restoration of Long un-used Spaces:</u></b>  Method to be followed by house Keeping Processes-  By wearing covered dress e.g. jacket, gloves, Mask etc.;  By applying disinfections spray first:  By destroying all the clothes, beddings, linens etc.  By cleaning all the Furniture &amp; Fixtures by disinfects materials.  By white washing &amp; Painting walls, Doors, windows, etc.;  By cleaning and sterilizing all utensils, reservoirs etc.</p>	<p><b><u>Check list for house keeping:</u></b>  Periodical checklist for maintain such as daily, weekly and monthly.</p> <p>Importance and safety precautions to be followed at the time of performing House Keeping procedures in sequence for Restoration of long un-used spaces occurred by closer, accident, unnatural death etc.  Precautionary measures to be taken at the time of using disinfected materials.</p>
23-25	<p><b><u>Computer:</u></b>  Basic operation of computer, windows and M S Office. Practiced of Data Entry in computer</p>	<p>Basic Computer awareness in office management, Store on windows &amp; M S Office.</p>
26.	<p>On side Demonstration/ Industrial Training in different corporate offices/visit some renowned corporate office or organizations.  <b>Revision &amp; Test.</b></p>	

**TOOLS EQUIPMENTS & RAW MATERIALS FOR THE TRADE**  
**OF “CORPORATE HOUSEKEEPING”**  
**FOR A BATCH OF 20 TRAINEES**

Sl. No.	Description	Quantity
<b>A) Manually operated equipment</b>		
1	Floor cleaning brush air	20 nos.
2	Floor wiping brush	20 nos.
3	Hockey type brush	20 nos.
4	Counter brush	20 nos.
5	Ceiling brush	20 nos.
6	Glass cleaning / Wiping brush	20 nos.
7	Scrappers	20 nos.
8	Dustbins paddles	20 nos.
9	Waste paper basket	20 nos.
10	Plastic Mug	20 nos.
11	Plastic Bucket	20 nos.
12	Plastic drum	20 nos.
13	Wheel barrow	2 nos.
14	Water trolley	2 nos.
15	Ladder	2 nos.
16	Scraping pump 14 liters capacity	2 nos.
17	Spraying pump 1 liter capacity	2 nos.
18	Flit pump	5 nos.
19	Rat trapping cage	1 no.
20	Gum boots and ankle shoe	20 nos.
21	Gown, Masks & Gloves	5 nos.
22	Torch	10 nos.
23	Carborandum stone	2 nos.
24	Manual sweeping machine	1 no.

**B) Power operated equipments-**

25	Floor scrubbing/polishing machine	1 no.
26	Wet vacuum cleaner	1 no.
27	Dry vacuum cleaner portable	1 no.

**C) Computer -**

28	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 model.	1 no.
29	CD for Office management	1 no.

- D) Cleaning material -**  
Soft soap (ISI Mark)  
Liquid soap  
Detergent powder/liquid  
Muretic Acid  
Soda Ash
- E) Deodorants & Disinfectant -**  
Phenyl – ISI marked Grade 1  
Cleanzo  
Naphthalene Balls  
Homorols  
Odonil sticks  
Deodorant spray  
Carbolic acid  
Cresol
- F) Laundry cleaning material -**  
Laundry detergent powder/liquid  
Soda  
Bleaching powder  
Neal (Rabin blue)  
Tenopal
- G) Insecticides & Rodenticides -**  
Latest Insecticides & Rodenticides materials.
- H) Stain Removal -**  
Typical stain removal materials.
- I) First Aid Box**