

# **Syllabus**

**For the trade of**

## **INSTITUTION HOUSE KEEPING**

Under

**Craftsmen Training Scheme (CTS)**

**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 City,  
Kolkata-700091.**

**List of Members of the Trade Committee Meeting approved the syllabus for the trade of “Institution House Keeping” under C.T.S. held on 27.11.2002 at CSTARI, Kolkata**

1.	Shri H. Somasundaram, Director	CSTARI, Kolkata	Chairman
2.	Shri V.S.Gour, JDT	CSTARI, Kolkata	Member
3.	Shri P.K.Mukherjee, Proprietor	Peekay Enterprise	Member
4.	Shri D.K.Majumder, Manager	Peekay Enterprise	Member
5.	Smt. Sudeshna Guha, Proprietor,	House Keeper	Member
6.	Smt. Sarmila De, P.A.	Indu Associated (P) 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 : INSTITUTION HOUSE KEEPING
2. N.C.O. Code No. : 510.10.
3. Duration of Craftsmen Training : 06 months (26 Weeks)
4. Entry Qualification : Passed 10<sup>th</sup> Class
5. Unit Size : 20 Trainees
6. Space Requirements : 2 Sq.mts. / Trainee

**Syllabus for the Trade of “Institution House Keeping” under CTS.**

**Duration : Six Months**

<b>Week</b>	<b>Practical</b>	<b>Theory</b>
1	<p><b>Introduction</b> – 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. Importance about safety and precaution to be observed while handling the cleaning equipment and using of cleaning materials.</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 &amp; 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.</p> <p>Ability to carryout fire fighting 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>Basic knowledge of security principles, Fire fighting methods, first aid policy of the organization recording security and lost property.</p> <p>Knowledge of guest relation, basic question activity etc.</p>
11	<p><b>Waste Management: -</b></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.</p> <p>Source and generation of waste.</p> <p>Principles of collection of waste and precaution.</p> <p>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.</p> <p>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.</p> <p>Guest laundry bills.</p> <p>Stock registers.</p>
14	<p><b>Pest Control: -</b></p> <p>Prevention to be measured by the following pest control: -</p> <p>Mosquitoes, house flies, cockroaches and termite etc.</p>	<p>Importance of pest control.</p> <p>Procedure and methods of disinfectants.</p> <p>Schedule and duration of disinfectants.</p>
15 & 16	<p>Pupils should be able to Recognize markings, stark linen accordingly.</p> <p>Recognize Linen which is acceptable recognized infected and special bedding</p> <p>Check and handle soiled linen.</p>	<p>Knowledge of different linen and fabrics and sizes.</p> <p>Linen (how many set) per room.</p> <p>Knowledge of bed / bath / dining linen.</p>

17 & 18	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.	Mending & minor repair of linen. Maintenance procedure of requisition slips, stock registers, inventory sheets.
19	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.	Knowledge of availability in the market quality and source of the equipment & materials.  Methods of keeping records and documents.
20	Restoration of Long un-used Spaces : Methods to be followed by House Keeping Processes: - By wearing covered dress e.g. jacket, gloves, musk and cap etc. By applying disinfect ion spray first; By destroying all the clothes, beddings, linen etc. By cleaning all the Furniture & Fixtures by disinfects materials; By white washing & Painting walls, Doors, windows, etc. By cleaning and sterilizing all utensils, reservoirs etc.	Importance and safety precautions to be followed at the time of performing House Keeping procedure 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.
21	Safety on fire, electrical, natural hazards. To identify the risk area in office. Supervising fire prevention activities. Demonstration & instruction by fire department or fire brigade. Detect source e of fire. Operate fire alarm, smoke detector. Ensure periodical fire fighting drill.	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 tacking dangerous situation e.g. earthquake, cyclones & floods etc.
22 & 23	Basic operation of computer, Windows and M S Office, Practiced of Data Entry in computer.	Basic Computer awareness in office management, Stony on windows & M S Office.
24	Demonstrate the activity help the pupils to carry out the activity.	Knowledge of the basic processes/methods involved in the activity sources/institution, which could be visited for a particular.
25	Evaluate the students as per the prescribed standards.	Through knowledge of the activities to be taught familiarity procedure of work oriented activities.
26	On side Demonstration / Industrial Training in different institutes.	

**Revision & Test**

**LIST OF TOOLS AND EQUIPMENTS**

<b>Sl. No.</b>	<b>Items</b>	<b>Quantities</b>
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.	20 Nos.
6	Dust bins	20 Nos.
7	Spray cans for glass cleaning	20 Nos.
8	Containers for storing materials & equipments (cup board)/10 selves	2 Nos.
9	Soft brooms / hard brooms	20 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	2 Nos.
34	Electrical driers	2 Nos.
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	<p><b><u>Cleaning Materials</u> :</b></p> <p>Detergent  Deodorants  Anti septic  Disinfectants  Room fresheners  Carpet shampooing lotions  Common stain removal agents  Polishing agent.</p>	
42	<p>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.</p>	1 No.
43	<p>CD for Office management</p>	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.