

**JYOTI NIVAS COLLEGE AUTONOMOUS
SYLLABUS FOR 2024 BATCH AND THEREAFTER**

Programme: B. Com TM (24IVBT04)

Semester: IV

**TOURISM AND TRAVEL MANAGEMENT – PAPER VIII
HOUSEKEEPING OPERATIONS**

NO OF HOURS: 60

COURSE OBJECTIVES

- To provide foundational knowledge of housekeeping operations in the hospitality industry, emphasizing the significance of cleanliness, hygiene, and guest satisfaction.
- To familiarize students with the organizational structure, roles, and responsibilities within the housekeeping department.
- To develop skills in planning, coordinating, and executing housekeeping tasks, including cleaning procedures, inventory control, and maintenance coordination.
- To train students in the use of housekeeping equipment, cleaning agents, and standard operating procedures (SOPs) for effective and sustainable housekeeping practices.

LEARNING OUTCOME

- Describe the key functions and organizational structure of housekeeping departments in hotels and other hospitality venues.
- Demonstrate proficiency in cleaning techniques, equipment handling, and maintenance of guest rooms and public areas.
- Apply inventory management and cost control principles to optimize housekeeping operations.
- Implement safety protocols and sustainable housekeeping practices to enhance operational efficiency and guest satisfaction.

UNIT 1: HOUSE KEEPING ORGANISATION

05 HOURS

Layout, Staff Organization - brief outline of duties of staff in housekeeping department - duties of executive Housekeeper - Hotel guest room – Layout, types, floor pantry, furniture, fixtures and fittings - the housekeeping department co-ordinates within the hotel.

UNIT 2 : HOUSEKEEPING CONTROL DESK

15 HOURS

Importance and role control desk – Handling telephone calls – co-ordination with various departments – paging systems and methods – Handling difficult situations Forms, Formats and registers used. Duty allotment and Duty chart - Leave application procedures, briefing and debriefing staff, Gate pass procedures, housekeeping purchases and Indents, Security systems, protecting guest, Safe deposit, emergency procedures, master keys, unique cards.

**UNIT 3: CLEANING EQUIPMENT, AGENTS & CLEANING OF GUEST ROOM:
15 HOURS**

Types of equipment used in housekeeping department, cleaning agents – detergents, disinfectants, polishes, types of floor cleaner, toilet cleaner, maids trolley and items in it. Types, special cleaning methods, daily, periodical, spring cleaning, cleaning of occupied room procedure make up of a guest room, occupied vacant and departure room, bed making, turn down services, cleaning of floors, maintenance of rooms and procedure involved with cleaning schedules.

UNIT 4: LINEN & LAUNDRY

15 HOURS

Textiles, types of fibers and fabrics used in the hotels Organization and Layout of Linen and Laundry room, Types of Linen, sizes used in the hotels. Uniform and types of uniform used in the different departments. Storage of Linen and conditions for storage and Inventory and stock - Concepts Laundry flow process, hand wash, types of equipments used in the laundry, manual and electrical Iron – Hot head, stem head and collar press, work counters, stains and stain removers. Flow chart of room linen, restaurant, guest and Uniform linen. Types of flowers, leaves and vases used in arrangement equipment and the seasonal flowers.

UNIT 5: ACCOUNTING, AUDIT AND CONTROL

10 HOURS

Income from Accommodation, Public Room Rentals, Allowances, net Sales, Expenses, Salaries and Wages, Room Employees Meal, China and Glassware, Commissions, Contract cleaning, Decorations, Dry cleaning Garage and Parking, Guest Supplies, Laundry and Dry Cleaning, Linen, Linen Rentals, Printing and Stationery, Reservation Expenses, Miscellaneous Expenses.

BOOKS FOR REFERENCE:

- Jones, T. (2008). Professional Management of Housekeeping Operations (5th ed.). John Wiley & Sons.
- Raghubalan, G., & Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management (3rd ed.). Oxford University Press.
- Andrews, S. (2013). Hotel Housekeeping: A Training Manual (2nd ed.). Tata McGraw Hill Education.
- Singh, M. (2016). Managing Housekeeping Operations in Hospitality. Kanishka Publishers.
- Walker, J. R. (2016). Introduction to Hospitality Management (5th ed.). Pearson Education.
- Kasavana, M. L., & Brooks, R. M. (2015). Managing Front Office Operations (9th ed.). American Hotel & Lodging Educational Institute. (Includes overlapping content relevant to coordination with housekeeping.)
- International Labour Organization. (2017). Working conditions in the hospitality sector: A global perspective.
- Jones, P. (2011). Hospitality Operations: A Systems Approach. Cengage Learning.
- Bohdanowicz, P., Zientara, P., & Novotna, E. (2011). International hotel chains and environmental protection: An analysis of Hilton's we care! programme (Europe, 2006–2008). *Journal of Sustainable Tourism*, 19(7), 797–816. <https://doi.org/10.1080/09669582.2010.549566>
- Siguaw, J. A., Enz, C. A., & Namasivayam, K. (2000). Adoption of information technology in U.S. hotels: Strategically driven objectives. *Journal of Travel Research*, 39(2), 192–201. <https://doi.org/10.1177/004728750003900210>