

ALAGAPPA UNIVERSITY

(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle) ,
Graded as Category-I University and granted autonomy by MHRD-UGC)

DIRECTORATE OF COLLABORATIVE PROGRAMMES



Craft Certificate Course in Housekeeping

Regulations and Syllabus

[For those who join the Course in July 2023 and after] CHOICE

BASED CREDIT SYSTEM

GENERAL INSTRUCTIONS AND REGULATIONS

Craft Certificate course in House Keeping conducted by Alagappa University, Karaikudi, Tamil Nadu through its Collaborative Institution _____ at _____.

Applicable to all the candidates admitted from the academic year **2023** onwards.

1. Eligibility:

A pass in the SSLC Examination conducted by the Government of Tamil Nadu, or an examination accepted as equivalent there to by the Syndicate for admission to **Craft Certificate course in House Keeping**.

2. Admission:

Admission is based on the marks in the qualifying examination.

3. Duration of the course:

The course shall extend over a period of one year under semester pattern

4. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 50% or more marks but less than 60% of the aggregate marks, shall be awarded **SECOND CLASS**.
- e. A candidate who secures 60% or more of the aggregate marks, shall be awarded **FIRST CLASS**.
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

5. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
- c. Two Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
- d. Conduct of the Continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The Continuous internal assessment marks are to be submitted to the University at the end of every year.
- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.
- g. All mark lists and other records connected with the continuous Internal Assessments should be in the safe custody of the institute for at least one year after the assessment.

6. Attendance:

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

7. Examination:

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of the each semester for duration of 3 hours for each subject. Certificate will be issued as per the AU regulations. Hall ticket will be issued to the candidates upon submission of the list of enrolled students along with the prescribed course fee.

8. Miscellaneous

- a. Each student possess the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- b. Each student is issued with an identity card by the University to identify his / her admission to the course
- c. Students are provided library and internet facilities for development of their studies.
- d. Students are to maintain the record of practicals conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.
- e. Students who successfully complete the course within the stipulated period will be awarded the degree by the University.

9. Fee structure

Course fee shall be as prescribed by the University and 50% of the course fee should be disbursed to University. Special fees and other fees shall be as prescribed by the Institution and the fees structure must be intimated to the University. Course fees should be only by Demand draft / NEFT and AU has right to revise the fees accordingly.

10. Other Regulations:

Besides the above, the common regulation of the University shall also be applicable to this programme.

CRAFT CERTIFICATE COURSE IN HOUSEKEEPING

Semester	Subject Code	Subject Name	Credits	Int. Marks	Ext. Marks	Total
I	21111	Housekeeping Operation	2	25	75	100
	21112	Housekeeping Operation Practical	2	25	75	100
	21113	House Keeping Hygiene And Work Safety	2	25	75	100
	21114	Interior Decoration	2	25	75	100
		Total	8	100	300	400
II	21121	Industrial Exposure Training	8	50	150	200
		Total	8	50	150	200
		Grand Total	16	150	450	600

Subject Code	Subject Name	Credits
21111	HOUSEKEEPING OPERATION	2
Unit -I	<p>ROLE OF HOUSE KEEPING IN HOSPITALITY INDUSTRY</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lay out and organizational structure of housekeeping department. Small hotel, Medium hotel <input type="checkbox"/> Large hotel. Job description of housekeeping personnel - Executive housekeeper, Deputy housekeeper, Floor supervisor:- morning, late duty, night shift, routine duties, records maintained (room inspection check list, housekeepers report, stores requisition, linen exchange book, record of special cleaning and major jobs done). House man, Tailor/ Upholsterer, Head gardener, Gardeners. Inter Departmental relationship - Front office, F&B service, Maintenance, Security, Store & Purchase, Accounts, H.R.D, Glossary terms – (Grand master key, D.N.D, Maid’s cart, OOO, DL, Evening service, Red slip, Job order, House man check list, Crib, Bath robe, Discrepancy report, Housekeeper report, Wash and change, Valet, Dust, Dirt, Log book, Departure room, Vacant room, Blocked, Sewing kits, Floor pantry, Chute, Spring cleaning, Lost and found, Sauna bath, Guest amenities, On change, Lounge, Par stock, Crinkle sheet, Tent card) 	
Unit -II	<p>QUALITIES OF HOUSEKEEPING STAFF</p> <ul style="list-style-type: none"> <input type="checkbox"/> Housekeeping activities at central desk (Briefing & scheduling of staff) <input type="checkbox"/> The maids cart (Uses of maids cart and how to set it) <input type="checkbox"/> Configuration of rooms – Bed and Bath room – Furniture, Fixtures, Fittings and accessories for single, Double, Suite and luxury deluxe suite. <input type="checkbox"/> Types of configuration – Standard, Enhanced, Suite, Disabled access. Floor Operations <input type="checkbox"/> Rules on a Guest Floor, Bed Making, Standard supplies provided in the guest room, Normal <input type="checkbox"/> VIP’s, Supplies on request, Special services, Baby-sitting, Second service, Freshen up service <input type="checkbox"/> Valet service, preparing a red slip. Key handling procedures, Types of keys (grand master key, floor master, sub master or section key or Passkey, emergency key, room keys, office keys & store keys), Electronic key, Key control – issuing, return, changing of locks, key belts, unusual occurrence. Lost and found, missing & damaged procedures and records. 	
Unit -III	<p>Classification and types of equipment with diagram, Brushes/Brooms, Mops, Dusters, Pushers, Mechanical, Squeezes, Vacuum cleaner, Shampooing machine, Floor burnishing machine, Auto scrubbers, Care and use of the above equipment, Machine room, Floor pantry, Godowns, House Keeping Stores, Cleaning agents Importance of cleaning - The nature of soiling, Water, Chemical makeup of cleaning agents, Detergents, Acid cleaners, Alkaline cleaners, Solvent cleaners, Disinfectants, Deodorant, Laundry aids, Polishers and Floor seals. Use, care and storage of cleaning agents, Distribution and storage.</p>	

<p>Unit -IV</p>	<p>OPERATIONAL AREAS OF HOUSE KEEPING DEPARTMENT Guest rooms and floor pantry operations, Corridors, Public area: lobby, lounge, and rest rooms, Pool side and patio areas, Cleaning procedures and frequency, Daily cleaning – schedules and records, Guest rooms, Check out room, Occupied room, Vacant room, Evening service, Super Room Cleaning, Public areas – schedules and records, Corridors, Pool area, Office area, Lobby, Lounge, F&B outlets, Shopping arcade, Health club, Elevators/Escalators Weekly cleaning –schedules and records, Periodic cleaning –schedules and records, Special cleaning –schedules and records. LAUNDRY – Location, Lay out, Various types of laundry machines (Washer, dry cleaner, Hydro extractor, Calendar machine, Buffer, Steam press), Role of laundry agents. Classification laundry agents (Synthetic built soap detergents, Enzyme action detergents). Flow process of industrial laundering (Collection, transportation, arrival, sorting, Weighing, loading, washing, rinsing, starching, hydro extraction, unloading, tumbling, folding, airing and storing, transfer), Handling guest laundry. Collecting the guest laundry, Normal service Express service</p>
<p>Unit -V</p>	<p>Hotel linen - Kinds of linen used in accommodation section. Items classified as bed linen and bath linen and their sizes. Items classified as table linen, their sizes, Activities of a linen room. Location, Equipment and lay out of linen room, Purchase of linen / linen hire / quality and quantity. Storage standards and Inspection, Issuing of linen to floors and departments – Procedures and records. Dispatch and delivery – Procedures and records. Stock taking – Procedures and records. Condemned linen and cut down – Procedures and records. Duties and responsibilities of linen room staff. Linen keeper – Routine duties and records maintained. Linen room attendant – Routine duties and records maintained. House Keeping supply store, Supplies of floor pantry, Issuing both supplies and amenities.</p> <p>Flower Arrangement, Purpose of flower arrangement, Equipment and materials used. Styles of flower arrangement (Western, Japanese, Free style), Decoration during various – Occasions. Interior Decoration. Basic elements of art and principles of Interior design. Factor affecting Interior design. Role of colour in Interior design, Furniture, Fixtures and upholstery. Lighting and lighting systems in hotels. Role of accessories Interior decoration.</p>

Reference Book:

1. Hotel, Hostel and Hospital Housekeeping – JOAN C.BRANSON HARGARET LENNAX
2. Hotel Hospital Housekeeping – SUDHIR ANDREWS
3. Hospital Housekeeping Supervision Vol-1 Vol-2 – JANE FELLOWS
4. Accommodation and Cleaning services – DAVID M.ALLEN
5. Hotel Hospital and House Keeping – John c. Branson, Margaret, Lennon
6. House Keeping Management - Matt A. Casado.
7. Flowers for celebrating - Denen Bridge

SubjectCode	Subject Name	Credits
21112	HOUSEKEEPING OPERATION PRACTICAL	2
<ol style="list-style-type: none"> 1. Identification of cleaning equipments. 2. Identification of cleaning agents. 3. Cleaning of various surfaces. 4. Basic cleaning operation (Dusting, sweeping, moping, scrubbing, polishing) 5. Cleaning of bathroom. 6. Bed making / Morning and evening attention. 7. Public Area Cleaning (Dining area, staircase, corridors, office areas, lobby and reception areas. 8. Identification of different fabrics. 9. Classification of linen used in hotel industry. 10. Laundry and dry cleaning operations. 11. Identification of Laundry agents. 12. Flow process of laundry. 13. Flower arrangement – Equipment and materials used 14. Styles of flower arrangement (Western, Japanese, Free style) 15. Flower arrangement for different occasions. 		

Subject Code	Subject Name	Credits
21113	HOUSE KEEPING HYGIENE ANDWORK SAFETY	2

Unit -I	Personal Hygiene Importance of good health, Care of our self in personal hygiene, Importance of good grooming, Importance of good attitudes. Importance of good uniforms.
Unit -II	Establishment Hygiene, Importance of good designing floors. Importance of good designing walls. Proper and good ventilation. Proper maintenance. Handling equipment. Use, Care and storage of cleaning equipment.
Unit -III	Safety and Security, Fire prevention, Classification of fires, Fire extinguishers. Accidents, Causes of accidents, Prevention taken for accidents, Basic first aids., Sterilization, disinfection and sanitation methods for guest rooms and public areas.
Unit -IV	Pest control, Types of pest, Area of Infection, Prevention and their control
Unit -V	Garbage Disposal, Types of waste and refuse, Methods of collection., Eco friendly Disposal methods, Storage commodities.

Reference Book:

1. Hotel Hospital Housekeeping – SUDHIR ANDREWS
2. Hospital Housekeeping Supervision Vol-1 Vol-2 – JANE FELLOWS
3. Accommodation and Cleaning services – DAVID M.ALLEN
4. Theory of catering – Victor cessarani
5. FHRAI, Food safety and HACCP manuals for hotels and restaurants in India, Prentice Hall.

Subject Code	Subject Name	Credits
21114	INTERIOR DECORATION	2
Unit -I	<p>INTRODUCTION TO INTERIOR DESIGN</p> <p>Understanding Interior Design</p> <ul style="list-style-type: none"> • Elements and principles of design • Historical evolution of interior design • Role of an interior designer <p>Design Styles and Movements</p> <ul style="list-style-type: none"> • Exploration of various design styles (e.g., modern, minimalist, traditional) • Influential design movements and their characteristics 	
Unit -II	<p>SPACE PLANNING AND LAYOUT DESIGN</p> <p>Space Analysis</p> <ul style="list-style-type: none"> • Evaluating client needs and lifestyle • Anthropometrics and ergonomics in interior design <p>Space Planning</p> <ul style="list-style-type: none"> • Furniture arrangement and circulation • Zoning and functional layouts 	
Unit -III	<p>MATERIALS AND FINISHES</p> <p>Materials Selection</p> <ul style="list-style-type: none"> • Understanding characteristics and applications of different materials (e.g., wood, metal, glass, textiles) • Sustainability and eco-friendly materials <p>Finishes and Textures</p> <ul style="list-style-type: none"> • Wall finishes, flooring options, and ceiling treatments • Incorporating textures for visual and tactile interest 	
Unit -IV	<p>LIGHTING DESIGN</p> <p>Principles of Lighting</p> <ul style="list-style-type: none"> • Types of lighting (ambient, task, accent) • Colour temperature and its effects on space <p>Lighting Design Application</p> <ul style="list-style-type: none"> • Creating lighting plans and layouts • Selection of light fixtures and controls 	
Unit -V	<p>INTERIOR DECORATION AND STYLING</p> <p>Colour Theory and Psychology</p> <ul style="list-style-type: none"> • Understanding colour schemes and their impact • Psychological effects of colour in interiors <p>Interior Decoration</p> <ul style="list-style-type: none"> • Accessorizing and furnishing interiors • Art and decorative object placement 	

Reference Book:

1. "The Interior Design Reference & Specification Book" by Chris Grimley, Mimi Love, and Linda O'Shea
2. "Time-Saver Standards for Interior Design and Space Planning" by Joseph DeChiara and Julius Panero
3. "Materials and Interior Design" by Lorraine Farrelly
4. "Lighting Design Basics" by Mark Karlen and Christina Spangler
5. "The Interior Design Handbook: Furnish, Decorate, and Style Your Space" by Frida Ramstedt

SUBJECT CODE	SUBJECT NAME	CREDITS
21121	INDUSTRIAL EXPOSURE TRAINING	8

Note:

- Internship for 8 weeks at a stretch is compulsory.
- After the internship, practical examination for internship will be conducted during the II Semester examinations.

Mark Allocation:

Internal Marks:

Log Book	35	
Attendance	15	50

External Marks:

Training Report	60	
Presentation	60	
Viva	30	150

Total Marks

200

Certificate Programme

Passing minimum

- A candidate shall be declared to have passed in each course if he/she secures not less than 40% marks in the End Semester Examinations and 40% marks in the Internal Assessment and not less than 40% in the aggregate, taking Continuous assessment and End Semester Examinations marks together.
- The passing minimum for CIA shall be 40% out of 25 marks (i.e.10 marks) in Theory/ Practical Examinations.
- The passing minimum for University Examinations shall be 40% out of 75 marks (i.e. 30 marks) for Theory /Practical papers.
- The candidates not obtain 40% in the Internal Assessment are permitted to improve their Internal Assessment marks in the subsequent semesters (2 chances will be given) by writing the CIA tests or by submitting assignments.
- Candidates, who have secured the pass marks in the End-Semester Examination and in the CIA but failed to secure the aggregate minimum pass mark (E.S.E + C I.A), are permitted to improve their Internal Assessment mark in the following semester and/or in University examinations.
- A candidate shall be declared to have passed in the Dissertation/Project report/Internship report if he/she gets not less than 40% marks in the Internal Assessment and End Semester Examinations and not less than 40% in the aggregate, taking Continuous assessment and End Semester Examinations marks together.
- A candidate who gets less than 40% in the Dissertation / Internship/ Project Report must resubmit the thesis. Such candidates need to take again the Viva-Voce on the resubmitted report/thesis.