

INSTITUTE OF HOTEL MANAGEMENT JAIPUR

COURSE MODULE FOR HSRT PROGRAM

HOURS: 300 hours

1. HOTEL AND HOUSEKEEPING
 - Introduction of Hotel
 - The Organization of Hotels
 - Role of the Housekeeping department
 - Attributes and qualities of a house keeping personnel
 - Dress Codes and Uniforms
 - Personal Hygiene
 - Handling Guest Complaints
2. PRINCIPLES AND PRACTICES OF CLEANING
 - Definition of cleaning and soiling
 - Equipment and Materials
 - Cleaning Agents
 - Principles of cleaning and cleaning procedures
3. GUEST ROOMS, ROOM COMPONENTS AND KEY
 - Types of Rooms
 - The components of the guest bed room
 - Bed types and Linen requirements standards
 - Key and Key Control
4. HOUSEKEEPING TROLLEY (MAID CART) MANAGEMENT, GUEST ROOM CLEANING AND HANDOVER PROCEDURE
 - Function of Housekeeping trolley (maid cart)
 - Efficient Room Cleaning
 - Sequence for Cleaning and Servicing a Guest Room
 - Cleaning of a Vacant Room
 - Closing down and preparing for the next shift
5. PUBLIC AREA CLEANING
6. LAUNDRY FUNCTIONS AND LINEN MANAGEMENT
 - Laundry Department
 - Laundry Equipment
 - Laundry process
 - Maintaining Linen Room & Linen
 - Activities of the Linen Room
 - Linen Items
7. HOUSEKEEPING SERVICES AND OTHER DUTIES
 - Room transfers
 - Guest Requests
 - Staff Requests

- Service Housekeeping requests
 - Checking Room Allocations
 - Room status report
 - Guest Information Directory
 - Room Allocations
 - Assign rooms after they are cleaned
 - Turndown Service
 - Lost and found property
 - Responding to VIPs
 - Looking after Plants
 - Housekeeping supply management
8. MAINTENANCE, UNDERSTANDING RISKS AND PREVENTIVE MEASURES
- Reporting Maintenance Problems
 - Safe Work Practices
 - Safety in room cleaning and servicing
 - Preventing Accidents
 - Safely handling cleaning agents, equipment and machinery
 - Hygiene and Safety Risks in Bathrooms
 - Precaution against infectious diseases
 - Personal Safety Issues
 - Procedure for Reporting Accidents
 - First Aid
 - Treating small common injuries
 - Proper use of the hazard signs
 - Safety Inspections
 - Security in Hotels
 - Pest control
 - Fire