

GURU KASHI UNIVERSITY



Diploma in Accommodation Operations

Session: 2025-26

Department of Hotel Management

Faculty of Management & Commerce

Diploma Attributes of the Programme: -

Type of learning outcomes	The Learning Outcomes Descriptors
Diploma Holder should be able to demonstrate the acquisition of:	
Learning outcomes that are specific to disciplinary/interdisciplinary areas of learning	Applying advanced techniques in housekeeping and laundry operations to maintain high standards of cleanliness, hygiene, and presentation in hospitality and residential settings, integrating practical skills from hands-on training.
	Demonstrating proficiency in Flower arrangement and Interior decoration, creating visually appealing and functional spaces that meet client specifications and industry standards.
	Execution of effective store management and Hotel Operations, optimizing inventory control, resource allocation, and guest services to enhance operational performance and customer satisfaction.
Generic learning outcomes	Analyzing and resolve practical challenges across Housekeeping, Laundry, and Hotel Operations, adapting to diverse scenarios with innovative and efficient solutions.
	Communicating effectively with team members, clients, and stakeholders, using clear and professional verbal, written, and visual methods tailored to hospitality and facility management contexts.
	Collaboration in Multidisciplinary teams, demonstrating leadership and interpersonal skills to coordinate tasks in Housekeeping, store management, and hotel operations.

Programme Learning outcomes:

Element of the Descriptor	Programme learning outcomes relating to the Diploma
The graduates should be able to demonstrate the acquisition of:	
Knowledge and Understanding	Fundamental knowledge of Housekeeping Operations in hospitality settings.
	Understanding of Housekeeping practices relevant to Hospitality and guest well-being.
	Basics of Hospitality technical skills for professional Interactions.
	Familiarity with Flower arrangement and Interior decoration skills needed for Hospitality Operations.
General, technical and professional skills required to perform and accomplish tasks	Practical skills in housekeeping operations through hands-on training.
	Effective use of basic Equipment of Housekeeping Department for operational efficiency.
	Development of personality, grooming, and communication skills for guest-facing roles.
Application of knowledge and skills	The ability to apply foundational hospitality knowledge and soft skills to perform tasks in real or simulated hotel environments.
Generic learning Outcomes	Basic problem-solving, teamwork, and interpersonal skills required to function in hospitality service environments.
Constitutional, humanistic, ethical, and moral values	An understanding of human values, environmental responsibility, and professional ethics in the context of hospitality.
Employability and job-ready skills, and entrepreneurship skills and capabilities/qualities and mindset	The essential job-ready skills and work attitude required for entry-level roles in hospitality operations, with an emerging understanding of entrepreneurial thinking.
Credit requirements	Completion of required credits as per the National Higher Education Qualifications Framework (NHEQF) Level 4.0, covering core subjects and practical training. Total Credits required are 40.
Entry requirements	Completion of High School (10 th) or higher with minimum 45% with English as a compulsory subject.

Program Structure

SEMESTER – 1st									
Course Code	Course Title	Type of Courses	L	T	P	No. of Credits	Int.	Ext.	Total Marks
DAO101	Basics of Housekeeping	Major	4	0	0	4	30	70	100
DAO102	Flower Arrangement	Major	2	0	0	2	30	70	100
DAO103	Store Management	Major	4	0	0	4	30	70	100
DAO104	Hygiene and Sanitation	Minor	3	0	0	3	30	70	100
DAO105	Basics of Housekeeping (Practical)	SEC	0	0	8	4	30	70	100
DAO106	Flower Arrangement (Practical)	SEC	0	0	2	1	30	70	100
DAO107	Basics of First AID	SEC	2	0	0	2	30	70	100
Total			15	0	10	20	210	490	700

2 nd SEMESTER									
Course Code	Course Title	Type of Courses	L	T	P	No. of Credits	Int.	Ext.	Total Marks
DAO201	Advance Housekeeping Operations	Major	4	0	0	4	30	70	100
DAO202	Laundry Operations	Major	3	0	0	3	30	70	100
DAO203	Business Communication	Minor	3	0	0	3	30	70	100
DAO204	Hotel Operations	Minor	3	0	0	3	30	70	100
DAO205	Advance Housekeeping Operations (Practical)	SEC	0	0	8	4	30	70	100
DAO206	Interior Decoration	SEC	3	0	0	3	30	70	100
Total			16	0	08	20	180	420	600
Sub Total			31	0	18	40			

After completion of 2nd Semester, the student will undergo an On-the-Job Training in hotel in the Housekeeping Department for a duration of 6 months and submit the certificate of completion in the University.

Semester – I

Course Title: Basics of Housekeeping	L	T	P	Cr.
Course Code: DAO101	4	0	0	4

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the role and structure of the housekeeping department within different types of lodging establishments.
2. Identify and describe cleaning equipment and materials used in professional housekeeping operations, including their care and maintenance.
3. Demonstrate knowledge of sanitation practices, differentiate between disinfection and sanitation, and identify common allergens and health hazards in hospitality.
4. Apply appropriate cleaning methods for various surfaces and furnishings using standard operating procedures (SOPs).

Course Content**Unit-I****16 Hours****Housekeeping Department**

Importance of housekeeping in the hospitality industry, types of lodging establishments, organizational chart – duties and responsibilities of housekeeping employees. Necessity of the personnel factor in dealing with the guest on a day-to-day basis.

Unit-II**16 Hours****Cleaning and Hygiene**

Cleaning equipment – Selection of equipment, brooms and brushes, protective equipment, cloths used in cleaning, box sweeper, electric equipment, vacuum cleaner, floor scrubbing and polishing machine, floor shampooing machine, containers trolley, chamber maid's trolley, etc. Use and care of equipment and material required by the House Keeping Department.

Unit-III**12 Hours****Sanitation**

Solvents grease absorbents, disinfectants, antiseptics, soaps, deodorants, detergents, polishes & storage. Hazardous materials, Sanitation vs Disinfection, Moping and dusting, Common allergies

and causes, SOP for sanitation.

Unit-IV

16 Hours

Cleaning Methods

Care, cleaning and polishing of various surfaces, hard floorings, thermoplastic floorings, wooden, surfaces painted, varnished, laminated compositions, walls and wall coverings, furniture of various types e.g., brass, copper, aluminum, stainless steel, chromium.

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- *Andrews, S. (2009). Hotel housekeeping: A training manual (2nd ed.). Tata McGraw-Hill Education.*
- *Branson, J., & Lennox, M. (2006). Professional housekeeping (2nd ed.). Hodder Education.*
- *Raghubalan, G., & Raghubalan, S. (2015). Hotel housekeeping: Operations and management (3rd ed.). Oxford University Press.*
- *Singh, M. (2011). Housekeeping management in hotels. Centrum Press.*
- *Jones, T. (2008). Professional management of housekeeping operations (5th ed.). Wiley.*

Course Title: Flower Arrangement	L	T	P	Cr.
Course Code: DAO102	2	0	0	2

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the significance and principles of flower arrangement in hospitality environments.
2. Identify various types of flowers and foliage used in hotel floral décor and apply principles of seasonal selection and sustainability.
3. Demonstrate familiarity with tools, containers, and conditioning methods essential for effective floral arrangement.
4. Design and evaluate appropriate floral arrangements for different hotel areas and occasions, aligning with brand aesthetics and guest expectations.

Course Content

Unit-I

09 Hours

Introduction to Flower Arrangement

Importance and relevance of flower arrangements in hospitality settings, History and evolution of floral art, Principles of floral arrangement: balance, harmony, rhythm, proportion, contrast, Basic shapes and styles: vertical, horizontal, triangular, oval, crescent, fan, Role of flower arrangement in guest satisfaction and ambience creation

Unit-II

07 Hours

Classification and Selection of Flowers and Foliage

Types of flowers: fresh, artificial, dried, Common flowers and foliage used in hospitality flower arrangements, Seasonal availability and flower selection criteria, Color theory in floral design, Sourcing and procurement of floral materials, Sustainability and eco-friendly practices

Unit-III

07 Hours

Tools, Equipment, and Conditioning of Flowers

Introduction to tools: scissors, cutters, oasis/foam, containers, wires, frogs, Types of containers and vases used in hotel, Conditioning techniques: hydration, cutting stems, preserving

longevity, Storage and handling of flowers, Safety, hygiene, and waste management in floral operations

Unit-IV

07 Hours

Floral Decoration in Hotel Areas

Flower arrangement in guest rooms, lobby, restaurants, banquet halls, washrooms, Floral displays for special occasions and VIP guest handling, Festive and theme-based floral arrangements, Coordination between housekeeping and floristry, Maintenance and replacement schedules, Floral budgets and cost control

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- Singh, M. (2011). *Housekeeping operations, design and management (2nd ed.)*. New Age International.
- Andrews, S. (2013). *Hotel housekeeping: A training manual (2nd ed.)*. Tata McGraw-Hill Education.
- Gill, M. S. (2015). *Hotel housekeeping (3rd ed.)*. Frank Bros. & Co.
- Raghubalan, G., & Raghubalan, S. (2015). *Hotel housekeeping: Operations and management (3rd ed.)*. Oxford University Press.

Course Title: Store Management	L	T	P	Cr.
Course Code: DAO103	4	0	0	4

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Explain the fundamental concepts and significance of store management in the hospitality industry.
2. Apply inventory control techniques to maintain optimal stock levels and minimize losses.
3. Demonstrate effective procurement procedures and vendor management strategies.
4. Utilize technology and best practices to enhance store operations and ensure compliance with legal standards.

Course Content

UNIT-I

16 Hours

Introduction to Store Management

Definition, Concept and Importance of Store Management, Types of Stores: Centralized and decentralized, Dry stores, cold storage, and bonded stores, Store Layout and Design, Space utilization, Store Documentation: Requisition forms, Bin cards and stock registers.

UNIT-II

16 Hours

Inventory and Stock Control

Introduction to inventory, Objectives and importance, Types of inventories: raw materials, work-in-progress, finished goods, Stock Control Techniques: ABC analysis, Economic Order Quantity (EOQ), Just-In-Time (JIT) inventory, Stock Taking and Verification, Loss Prevention, Waste management.

UNIT-III

15 Hours

Procurement and Vendor Management

Introduction to purchasing, Purchasing Procedures, Vendor Selection and Evaluation, maintaining supplier relationships, Receiving and Inspection, Storage and Issuing: FIFO and LIFO methods, Issuing procedures and documentation.

UNIT-IV

13 Hours

Documentation, Cost Control & Store Audit

Essential store records: Purchase Order (PO), GRN, Stock Card, Issue Slips, Budgeting and forecasting in store planning, Cost control practices related to stores, Internal and external audits: purpose, process, and documentation, Legal compliance, safety standards, and quality assurance, Software tools for store management

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- *Gopalakrishnan, P., & Sundaresan, M. (2009). Materials management: An integrated approach (2nd ed.). PHI Learning.*
- *Sharma, D. D. (2010). Purchasing and store management (3rd ed.). Himalaya Publishing House.*
- *Dobler, D. W., & Burt, D. N. (1996). Purchasing and supply management: Text and cases (6th ed.). McGraw-Hill Education.*
- *Arnold, J. R. T., Chapman, S. N., & Clive, L. M. (2011). Introduction to materials management (7th ed.). Pearson Education.*
- *Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2010). Supply chain logistics management (3rd ed.). McGraw-Hill Education*

Course Title: Hygiene and Sanitation	L	T	P	Cr.
Course Code: DAO104	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Explain the types of microorganisms relevant to food microbiology and their roles in food contamination and spoilage.
2. Demonstrate safe food handling practices across all stages of food preparation and apply personal hygiene standards.
3. Interpret the principles of HACCP and describe the role and compliance standards of FSSAI in food safety regulation.
4. Classify types of waste and evaluate appropriate methods of garbage disposal in accordance with municipal laws and sanitation guidelines.

Course Content

Unit-I 12 Hours

Food Microbiology and Food Contamination and Spoilage

Introduction, Microorganism groups important in food microbiology - Viruses - Bacteria - Fungi (Yeast & Molds) - Algae – Parasites, Factors affecting the growth of microbes, Beneficial role of Microorganisms, Classification of Food, Contamination and Cross Contamination, Spoilages of Various Food with the Storing Method

Unit-II 12 Hours

Sanitary Food Handling and Safe Food Handler

Receiving, Storage, Preparation, Cooking, Holding, and Service of food, Food handler: Personal Hygiene discussing all the standard, Hand Washing Procedure, First Aid definition, types of cuts, wounds, lacerations with reasons and precautions.

Unit-III 11 Hours

Hazard Analysis Critical Control Point and FSSAI

Introduction to HACCP, History of HACCP, Principles of HACCP, Introduction to FSSAI, Role of FSSAI, FSSAI Compliance

Unit-IV

10 Hours

Garbage Disposal

Types of garbage, Types of bins, Methods of garbage disposal, Advantages and disadvantages, Municipal Laws and Swachh Abhiyan

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- Jay, J. M., Loessner, M. J., & Golden, D. A. (2005). *Modern food microbiology* (7th ed.). Springer Science+Business Media.
- Forsythe, S. J. (2020). *The microbiology of safe food* (3rd ed.). Wiley-Blackwell.
- Frazier, W. C., & Westhoff, D. C. (1995). *Food microbiology* (4th ed.). McGraw-Hill Education.
- Marriot, N. G., & Gravani, R. B. (2006). *Principles of food sanitation* (5th ed.). Springer.
- Motarjemi, Y., & Lelieveld, H. L. M. (Eds.). (2014). *Food safety management: A practical guide for the food industry*. Academic Press.

Course Title: Basics of Housekeeping (Practical)	L	T	P	Cr.
Course Code: DAO105	0	0	8	4

Total Hours: 120

Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify and classify housekeeping equipment—both manual and mechanized—and demonstrate their correct usage and storage.
2. Maintain and utilize reports and logbooks used in the housekeeping department for effective record-keeping and operations.
3. Perform appropriate cleaning and polishing techniques on various floor surfaces and materials following standard operating procedures.
4. Demonstrate professional bed making procedures, including day and evening setups, linen handling, and turndown services.

Course Content

1. Introduction to Housekeeping equipment:

- Non automated equipment
- Fully automated equipment
- Dusting equipment
- Cleaning equipment
- Identification of cleaning materials, their uses and storage

2. Reports and Logs:

- Various types of reports in housekeeping department
- Log books used in housekeeping

3. Cleaning and Polishing:

- Hard Floor
- Semi-hard Floor
- Wooden Floor
- Tiles

4. Wall Treatment:

- Tiles
- Wall Paper
- Fabric
- Glass Surfaces
- Mirrors
- Metal Cleaning
 - Silver Polishing

- Brass Polishing
- Copper Polishing

5. Bed Making:

- Bed Linen
- Removal of soiled linen
- Bed making procedure
- Turn Down Service
- Day bed making vs Evening bed making

Transactional Mode:

Demonstration, Role-Play, Workshops, Industrial visits, Stimulations, Video-Based teaching.

Suggested Reading:

- *Andrews, S. (2009). Hotel housekeeping: A training manual (2nd ed.). Tata McGraw-Hill Education.*
- *Raghubalan, G., & Raghubalan, S. (2015). Hotel housekeeping: Operations and management (3rd ed.). Oxford University Press.*
- *Branson, J., & Lennox, M. (2006). Professional housekeeping (2nd ed.). Hodder Education.*
- *Jones, T. (2008). Professional management of housekeeping operations (5th ed.). Wiley.*
- *Singh, M. (2011). Housekeeping management in hotels. Centrum Press.*

Course Title: Flower Arrangement (Practical)	L	T	P	Cr.
Course Code: DAO106	0	0	2	1

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Identify and handle tools, flowers, and materials used in professional floral decoration.
2. Demonstrate ability to create different styles of flower arrangements for varied settings.
3. Design floral displays suited to specific hotel locations and themes.
4. Maintain and manage floral arrangements while considering hygiene and cost-effectiveness.

Course Content

1. Introduction to Tools and Conditioning:

- Identification and handling of tools used in flower arrangement:
 - Scissors
 - Cutters
 - Oasis
 - Wires
 - Frogs
 - Vases
- Flower and foliage conditioning:
 - Hydration and stem cutting techniques
 - Storage methods for longevity
 - Use of floral foam and preservatives

2. Basic Shapes and Styles of Arrangements:

- Practice of basic arrangement styles:
 - Vertical arrangement
 - Horizontal arrangement
 - Triangular and crescent-shaped arrangements
 - Oval and fan arrangements
- Emphasis on proportion, balance, rhythm, and harmony

3. Area-Wise Hotel Arrangements:

- Guest room flower arrangement: small and minimal designs
- Lobby and reception arrangements: grand/impactful centerpieces
- Restaurant table arrangements: low-profile floral displays

- Washroom bud vases and fragrance flowers
- Banquet/Conference area arrangements

4. Occasion-Based and Theme Arrangements:

- Floral arrangements for:
 - VIP welcome
 - Festival décor (Diwali, Christmas, etc.)
 - Theme-based events (weddings, conferences)
- Practice of color theory and flower combinations based on themes

5. Artificial and Dried Flower Use:

- Handling and arrangement of:
 - Artificial flowers (for long-term displays)
 - Dried flowers (eco-friendly and rustic displays)
- Advantages and limitations of artificial vs. fresh flowers

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- Hunter, N. (2012). *The Art of Floral Design (3rd ed.)*. Cengage Learning.
- Lauritzen, P. (2019). *Flower Arranging: The Complete Guide for Beginners*. Flame Tree Publishing.
- Rice, J. (2015). *Cut Flower Arranging: A Practical Handbook*. Crowood Press.
- Hodgson, K. (2016). *Flower Arranging: Step-by-Step Instructions for Everyday Designs*. Fox Chapel Publishing.

Course Title: Basics of First AID	L	T	P	Cr.
Course Code: DAO107	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Demonstrate knowledge of the fundamental principles and legal aspects of first aid in emergency situations.
2. Perform basic life support techniques including CPR and use of an AED on adults, children, and infants.
3. Apply appropriate first aid procedures for common injuries such as bleeding, burns, fractures, and choking.
4. Identify and manage medical emergencies and environmental conditions using correct first aid interventions.

Course Content

Unit-I

12 Hours

Introduction to First Aid and Basic Principles

Definition and importance of first aid, Objectives and principles of first aid, Responsibilities and qualities of a first aider, Legal and ethical aspects of first aid, Basic human anatomy and physiology relevant to first aid, First aid kit: contents and maintenance

Unit-II

12 Hours

Emergency Assessment and Basic Life Support

Scene assessment and safety, Primary survey (DRABC): Danger, Response, Airway, Breathing, Circulation, Secondary survey: Head-to-toe examination, Cardiopulmonary Resuscitation (CPR) techniques for adults, children, and infants, Use of Automated External Defibrillator (AED), Recovery position and safe patient handling

Unit-III

11 Hours

First Aid for Common Injuries and Conditions

Treatment of bleeding and wounds (types, control of bleeding, bandaging), Burns and scalds: types, degrees, and first aid management, Fractures, dislocations, and sprains: recognition and immobilization, Head injuries and spinal injuries: signs, symptoms, and precautions, Choking and airway obstruction, Shock: types, symptoms, and first aid management

Unit-IV**10 Hours****First Aid for Medical Emergencies and Environmental Conditions**

First aid for heart attack, stroke, seizures, diabetic emergencies, Poisoning: types, symptoms, and first aid measures, Heat exhaustion, heat stroke, hypothermia, and frostbite, Allergic reactions and anaphylaxis: recognition and treatment, Bites and stings (animal, insect), Role of emergency services and preparing for transfer

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- *American Red Cross. (2017). First aid/CPR/AED participant's manual (7th ed.). American Red Cross.*
- *Eames, J., & Lambert, M. (2019). First aid manual: The step-by-step guide for everyone. Dorling Kindersley.*
- *Kitching, S. (2020). Essentials of first aid and emergency care (3rd ed.). Cengage Learning.*
- *Harris, J., & Winslow, K. (2018). Basic first aid and CPR techniques. McGraw-Hill Education.*

Semester – II

Course Title: Advance Housekeeping Operations	L	T	P	Cr.
Course Code: DAO201	4	0	0	4

Total Hours: 60

Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the operational structure and essential functions of the housekeeping department in hotel management.
2. Apply standard cleaning techniques for guest rooms, public areas, and service zones in hospitality establishments.
3. Demonstrate knowledge of housekeeping inventories, linen management, and types of linen and equipment used.
4. Evaluate the housekeeping department's role in pest control, safety, emergency handling, and guest complaint resolution.

Course Content**UNIT-I****16 Hours****Housekeeping Tasks**

Cleaning of guest rooms and bath – daily, weekly and spring cleaning, night service, check list of standard guest and bathroom supplies, room occupancy list, housekeepers report, handling room transfers, lost and found, cleaning of public restaurant. Food service, areas and employees' areas.

UNIT-II**16 Hours****Housekeeping Department**

Introduction to housekeeping department, housekeeping layout, Different areas of housekeeping department: Laundry, Linen room, Uniform room, Store, Inventory management, Discards in housekeeping, Different types of linen used in housekeeping department.

UNIT-III**14 Hours****Keys in Housekeeping Department**

Different types and importance of keys – section key, master key, floor key and grand master key. Key of executive offices and public areas and computerized key.

UNIT-IV**14 Hours****Role of Housekeeping in Hotel**

Pest control and eradication – with special reference to rats, cockroaches,

furniture beetle, clothes moth, etc. Dealing with emergency situation like fire, death, theft, accidents, safety security control, Complaint handling and guest satisfaction management.

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- *Raghubalan, G., & Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management (3rd ed.). Oxford University Press.*
- *Andrews, S. (2009). Hotel Housekeeping: A Training Manual (2nd ed.). Tata McGraw-Hill Education.*
- *Jones, T. (2008). Professional Management of Housekeeping Operations (5th ed.). Wiley.*
- *Singh, A. (2006). Housekeeping Operations in Hotels: Principles and Practices. Centrum Press.*

Course Title: Laundry Operations	L	T	P	Cr.
Course Code: DAO202	2	0	0	2

Total Hours: 30

Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the significance of laundry operations within the housekeeping department and its impact on hotel service quality.
2. Identify and describe the various types of laundry equipment, machinery, and tools, along with their maintenance and safety precautions.
3. Demonstrate knowledge of laundry processes including sorting, stain removal, washing, drying, ironing, folding, and storing techniques.
4. Apply proper handling and use of laundry chemicals with a focus on safety and environmental sustainability.

Course Content

UNIT-I

08 Hours

Introduction to Laundry Operations

Importance and role of laundry in housekeeping, Types of laundry services: in-house vs. outsourced, Organizational structure of the laundry department, Duties and responsibilities of laundry staff, laundry terminology, Linen management and its importance

UNIT-II

08 Hours

Laundry Equipment and Machinery

Types of laundry equipment: washers, dryers, ironing machines, pressing machines, folding machines, small tools and accessories used in laundry (irons, steamers, boards, trolleys), Maintenance and care of laundry equipment, Safety measures in laundry operations

UNIT-III

08 Hours

Laundry Processes and Procedures

Sorting and classification of linen, Pre-treatment and stain removal techniques, washing methods (hand wash, machine wash), Drying methods and techniques, Ironing and finishing procedures, Folding, packing, and storing linen, Quality control in laundry

UNIT-IV

06 Hours

Laundry Chemicals and Environmental Considerations

Types of detergents, bleaches, stain removers, and softeners, Use and handling of chemicals safely, Eco-friendly laundry practices and sustainable operations, Water and energy conservation in laundry, Wastewater treatment and disposal

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- *Abbott, J. (2014). Housekeeping Management (5th ed.). Wiley-Blackwell.*
- *Branson, M. (2015). Hotel Housekeeping: Operations and Management (4th ed.). AHLA Educational Institute.*
- *Kasavana, M. L., & Brooks, R. M. (2011). Managing Front Office Operations (7th ed.). Wiley. (Contains relevant housekeeping and laundry sections)*
- *Moya, M., & Saunders, D. (2018). Professional Housekeeping (5th ed.). Wiley.*

Course Title: Business Communication	L	T	P	Cr.
Course Code: DAO203	3	0	0	3

Total Hours: 45

Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the need, purpose, and channels of business communication for effective message delivery.
2. Identify different types of business communication and their role in organizational functions.
3. Develop proficiency in writing business letters, reports, emails, and social media responses.
4. Learn to structure, conduct, and document meetings effectively.

Course Content

Unit-I 12 Hours

Business Communication

Introduction, Need and Purpose, Nature, Models, Channels of Business communication, Selection of channel.

Unit-II 12 Hours

Organizational Communication

Types of Business Communication, purpose, functions - Written communications, memos, circulars, notices, advertisements, press notes, Inter and intra departmental communication.

Unit-III 11 Hours

Communicating With Outside World

Business letters of different types, social media responses (TripAdvisor, Google Reviews), Report writing (incident reports, shift handovers), email writing and manners - Communicating within groups, nature, purpose, merits, demerits -Role of wit and humor.

Unit-IV 10 Hours

Handling Meetings

Types of meetings - Structuring a meeting: agenda and minutes
- Conducting a meeting

Transactional Mode:

Video Based Teaching, Panel Discussion, Case Based Teaching, Brain Storming, Demonstration, Peer Teaching.

Suggested Reading:

- Guffey, M. E., & Loewy, D. (2024). *Business communication: Process and product (10th ed.)*. Cengage Learning.
- Flatley, M. E., Rentz, K., & Lentz, P. (2023). *Business communication (4th ed.)*. McGraw-Hill Education.
- Locker, K. O., & Kaczmarek, S. K. (2023). *Business communication: Building critical skills (8th ed.)*. McGraw-Hill.
- Lehman, C. M., & DuFrene, D. D. (2023). *Business communication (18th ed.)*. Cengage Learning.
- Murphy, H. A., Hildebrandt, H. W., & Thomas, J. P. (2023). *Effective business*

Course Title: Hotel Operations	L	T	P	Cr.
Course Code: DAO204	3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Explain the structure and functions of key departments in a hotel and their contribution to overall service delivery.
2. Demonstrate effective interdepartmental communication and coordination for seamless guest service.
3. Analyze the guest service cycle and the role of facility readiness in ensuring guest satisfaction.
4. Evaluate sustainable practices, emerging technologies, and trends in hotel operations.

Course Content

UNIT-I

12 Hours

Hotel Industry and Departmental Functions

Introduction to hotel industry, Structure of the Hotel Industry, Role of different departments, Balanced level of service delivery, Standard Operating Procedures (SOPs) and its importance, Interpersonal relationships and team dynamics.

UNIT-II

12 Hours

Interdepartmental Relationships

Interdepartmental communications, VIP guest handling, Uniform supply chain, cleanliness of areas, Interdepartmental Meetings and Communication, Service Standards maintenance.

UNIT-III

11 Hours

Guest Service Cycle and Facility Management

Guest Expectations, Facility Readiness for service, Safety and Hygiene Compliance, Inventory control.

UNIT-IV

10 Hours

Sustainability, Technology, and Trends in Hotel Operations

Guest Interaction, Promotional Strategies, Loyalty programs, Staff

Training and Development, Trends in hotel industry, Sales mix, Complaint handling.

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- *Andrews, S. (2013). Food and beverage service: A training manual (2nd ed.). Tata McGraw-Hill.*
- *Walker, J. R. (2016). Introduction to hospitality (7th ed.). Pearson Education.*
- *Andrews, S. (2013). Front office management and operations. Tata McGraw-Hill.*
- *Negi, J. (2008). Professional housekeeping. S. Chand Publishing.*

Course Title: Advance Housekeeping Operations (Practical)	L	T	P	Cr.
Course Code: DAO205	0	0	8	4

Total Hours: 120

Learning Outcomes: After completion of this course, the learner will be able to:

1. Perform daily cleaning and preparation of guest rooms and bathrooms according to hotel standards, including VIP room setups.
2. Demonstrate efficient cleaning of public areas such as lobbies, restaurants, and employee zones maintaining hygiene and safety.
3. Select and use proper cleaning agents (R-series) and equipment effectively and safely during housekeeping operations.
4. Maintain cleanliness standards and documentation such as checklists and reports related to housekeeping tasks.

Course Content

1. Housekeeping operations:

- Daily cleaning
- Preparation of guest room,
- Preparation of VIP rooms
- Cleaning of bathrooms
- Cleaning of public areas

2. Scheduled Cleaning:

- Periodical cleaning in guest room
- Public areas
- Spring cleaning in guest rooms
- Spring cleaning in public areas.

3. Stain Removal

4. Pest Control

5. Cleaning Agents and uses (R-series)

Transactional Mode:

Demonstration, Role-Play, Workshops, Industrial visits, Stimulations, Video-Based teaching.

Suggested Reading:

- Pearn, T. (2014). *Housekeeping Management (4th ed.)*. Pearson

Education.

- *Raghubalan, G., & Smritee, R. (2012). Housekeeping Management for Hotels (3rd ed.). Oxford University Press.*
- *Anand, M. M. (2011). Hotel Housekeeping Operations and Management. Tata McGraw-Hill Education.*
- *Sudhir Andrews. (2017). Hotel Housekeeping: Operations and Management (5th ed.). Tata McGraw-Hill Education.*

Course Title: Interior Decoration	L	T	P	Cr.
Course Code: DAO206	3	0	0	3

Total Hours: 45

Course Learning Outcomes: After completion of this course, the learner will be able to:

1. Understand the fundamental principles and elements of interior decoration relevant to hospitality settings.
2. Analyze the impact of color theory and lighting on guest perception and hotel ambience.
3. Identify appropriate materials, furnishings, and accessories for various hotel areas and maintain them effectively.
4. Apply space planning techniques to optimize both functionality and aesthetics in hotel interiors.

Course Content

UNIT-I

12 Hours

Introduction to Interior Decoration

Definition and importance of interior decoration in hospitality and housekeeping, Historical evolution of interior decoration, Role of interior decoration in enhancing guest experience and hotel ambience, Basic principles of interior decoration: balance, rhythm, emphasis, proportion, harmony, and unity, Elements of interior decoration: color, texture, pattern, light, space, and form

UNIT-II

12 Hours

Color Theory and Application

Basics of color theory: primary, secondary, and tertiary colors, Color wheel, color harmony, and contrast, psychological effects of colors and their influence on mood and behavior, Use of color schemes in different hotel areas (guest rooms, lobby, restaurants, public spaces), Application of colors in fabrics, furniture, walls, and accessories, Trends in color usage for hospitality interiors

UNIT-III

11 Hours

Materials and Furnishings

Types of materials used in interior decoration: natural and synthetic, Flooring materials: wood, tiles, carpet, vinyl, marble,

Wall treatments: paints, wallpapers, panels, murals, and textures, soft furnishings: curtains, drapes, upholstery, cushions, bed linens, Furniture styles and their selection criteria for hotels, Decorative accessories: lamps, artworks, mirrors, plants, and sculptures, Maintenance of furnishings and materials in hotel environment

UNIT-IV

10 Hours

Lighting and Space Planning

Importance of lighting in interior decoration, Types of lighting: ambient, task, accent, and decorative lighting, Selection of lighting fixtures and bulbs for different hotel areas, Natural vs artificial lighting and energy-efficient lighting solutions, Basics of space planning: functional and aesthetic considerations, creating flow and ergonomics in hotel interiors, Use of space to enhance guest comfort and operational efficiency

Transactional Mode:

Team Teaching, Project Based Teaching, Brain Storming, Demonstration based analysis.

Suggested Reading:

- Kilmer, W. O., & Kilmer, R. M. (2014). *Housing and Interior Design* (4th ed.). Pearson.
- Brooker, G., & Stone, S. (2017). *Interior Design: A Critical Introduction* (2nd ed.). Bloomsbury Visual Arts.
- Mak, T., & Ng, S. (2019). *Sustainable Interior Design: A Critical Guide*. Routledge.

On-the-Job Training

Course Content

1. Evaluation of Students for Professional Training

- A total training of 24 weeks in the Department of Housekeeping in Hotels, Restaurants, or QSR's.
- The student must maintain: -
 - Attendance/Punctuality
 - Proficiency in organizing departmental task
 - Initiative/responsibility
 - Interpersonal relations
 - Behavior/attitude

2. Submission Post Completion of Internship

- Training Completion Certificate
- Log-Book

Post the submission of Training Completion Certificate the student will be provided the Trade Diploma in Housekeeping Department.