

Syllabus for the trade
Of
Corporate House Keeping

(SEMESTER PATTERN)

UNDER
CRAFTSMAN TRAINING SCHEME

Designed in: 2013

By
Government of India
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
Directorate General of Employment & Training
Ministry of Labour & Employment
EN - 81, SECTOR – V, SALT LAKE CITY
Kolkata – 700 091

List of committee meeting for the trade of “ Corporate House Keeping” held on

S.No.	Name Shri/Shrimati	Designation	Address
1.	Deepankar Mallick	Director, Chairman	ATI Kanpur
2.	Anil kumar	M. Director	ATI-EPI Dehradun
3.	R.C.Pandey	Principal	Government Institute of Hotel Management and Nutrient, Dehradun
4.	Magan Bhandari	F&B Manager	Hotel Great value, Rajpur Road, Dehradun
5.	Neena Sharma	Director	Synergy Consultant 35- Subash Road, Dehradun
6.	Ajay Mehta	Director	Designed life skill, old survey Road, Dehradun
7.	Ravindra Mohan Kala	State Secretary, Scout & Guide	55 - Rajpur Road, Dehradun
8.	S.K. Suri	Manager	New India Corporate House, Dehradun
9.	Prithive Adhikari	Instructor, Tour & Guide	I.T.I. Mussoorie
10.	V.K. Sharma	Foreman	I.T.I. Vikashnagar
11.	Manmohan Kudial	Principal	I.T.I.(w) Dehradun.
12.	Rajendra Singh	Manager catering	Ramanand Residency, Mussoorie
13.	Satybir Singh	Administrative officer	L.B.S.N.A. Mussoorie
14.	Sanjay Gusain	In charge, Bakery & Confectionary	New Taj Institute of Hotel Management, Dehradun
15.	Sanjeev Kumar	Assistant Director	S.P.I.U. Dehradun.
16.	C.S. Negi	A.G. M.	GMVN, Dehradun.

17.	V.P.S.Negi	H.O.D.	Kukreja Instituta of Hotel Management, Dehradun
18.	A.K. Singh	Joint. Director	Uttaranchal Tourism Development Board, Dehradun
19.	Capt. Yogesh Uniyal	Manager	Uniyal Bakers, Dampur Dehradun
20.	Ashok Devi Trivedi	Dy. Director.	RVTI, Allahabad.
21.	Usha Mishra	T.O.(D.M.)	RVTI, Allahabad.
22.	Hemant Kochar	M.D.	Hotel Madhuban, Dehradun
23.	B.S.Bhandari	Sr. Assistant	S.P.I.U. Dehradun
24.	P.L.Kavi	Manager	Hotel Garwal Terrac, Mussoorie
25.	A.K. Bhandari	Catering officer	N.I.V.H. Rajpur Road Dehradun
26.	P.N.Yadav	Dy. Director	ATI-Kanpur
27.	Sachin Kumar	Inst. Catering & Hospitality.	RVTI, Allahabad
28.	Hitesh Pundir	Consultant	S.P.I.U. Dehradun
29.	Savez Bakesh	Consultant	S.P.I.U. Dehradun
30.	Tanuj Nayyar	Sr. Service Chef	J.P. Residency, Mussoorie

List of members attended the Workshop to finalize the syllabi of existing CTS into Semester Pattern held from 6th to 10th May'2013 at CSTARI, Kolkata.

Sl. No.	Name & Designation	Organisation	Remarks
1.	R.N. Bandyopadhyaya, Director	CSTARI, Kolkata-91	Chairman
2.	K. L. Kuli, Joint Director of Training	CSTARI, Kolkata-91	Member
3.	K. Srinivasa Rao, Joint Director of Training	CSTARI, Kolkata-91	Member
4.	L.K. Mukherjee, Deputy Director of Training	CSTARI, Kolkata-91	Member
5.	Ashoke Rarhi, Deputy Director of Training	ATI-EPI, Dehradun	Member
6.	N. Nath, Assistant Director of Training	CSTARI, Kolkata-91	Member
7.	S. Srinivasu, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
8.	Sharanappa, Assistant Director of Training	ATI-EPI, Hyderabad-13	Member
9.	Ramakrishne Gowda, Assistant Director of Training	FTI, Bangalore	Member
10.	Goutam Das Modak, Assistant Director of Trg./Principal	RVTI, Kolkata-91	Member
11.	Venketesh. Ch. , Principal	Govt. ITI, Dollygunj, Andaman & Nicobar Island	Member
12.	A.K. Ghate, Training Officer	ATI, Mumbai	Member
13.	V.B. Zumbre, Training Officer	ATI, Mumbai	Member
14.	P.M. Radhakrishna pillai, Training Officer	CTI, Chennai-32	Member
15.	A.Jayaraman, Training officer	CTI Chennai-32,	Member
16.	S. Bandyopadhyay, Training Officer	ATI, Kanpur	Member
17.	Suriya Kumari .K , Training Officer	RVTI, Kolkata-91	Member
18.	R.K. Bhattacharyya, Training Officer	RVTI, Trivandrum	Member
19.	Vijay Kumar, Training Officer	ATI, Ludhiana	Member
20.	Anil Kumar, Training Officer	ATI, Ludhiana	Member
21.	Sunil M.K. Training Officer	ATI, Kolkata	Member
22.	Devender, Training Officer	ATI, Kolkata	Member
23.	R. N. Manna, Training Officer	CSTARI, Kolkata-91	Member
24.	Mrs. S. Das, Training Officer	CSTARI, Kolkata-91	Member
25.	Jyoti Balwani, Training Officer	RVTI, Kolkata-91	Member
26.	Pragna H. Ravat, Training Officer	RVTI, Kolkata-91	Member
27.	Sarbojit Neogi, Vocational Instructor	RVTI, Kolkata-91	Member
28.	Nilotpall Saha, Vocational Instructor	I.T.I., Berhampore, Murshidabad, (W.B.)	Member
29.	Vijay Kumar, Data Entry Operator	RVTI, Kolkata-91	Member

GENERAL INFORMATION

1. **Name of the Trade: –** CORPORATE HOUSE KEEPING
2. **NCO Code No.** 791.20
3. **Duration :** 06 months (1 Semester)
4. **Power Norms :** 4.2 KW
5. **Space Norm :** 40 Sq. mt.
6. **Entry Qualification :** Passed 10th class Examination
7. **Unit Size (No. of Students) :** 20 trainees
8. **Instructor's/Trainer's Qualification :** degree/ Diploma in Hotel Management with one/two year experience respectively

Or

NAC/NTC of trade with three year experience

9. **Desirable qualification** : Preference will be given to Craft Instructor's Certificate (CIC)

Note: At least one instructor must have Degree/Diploma in the relevant field.

SYLLABUS FOR THE TRADE OF CORPORATE HOUSE KEEPING under C.T.S

DURATION:- Six Months

First Semester

Semester Code : CHK:SEM I

Week No.	Practical	Theory
1	Familiarization about corporate housekeeping, its culture and ability. Basic concept about Tools and equipment used .Basic knowledge about the safety equipments and their uses.	To know about the house keeping and work related to corporate house keeping. Knowledge of handling the equipment and cleaning material.
2	Maintenance of office equipment such as Phone; Fax, Computer, A.C. Machine, Hoofers, vacuum cleaners, pillars spry etc.	Basic knowledge of different type of equipment used in housekeeping. To have working knowledge of preventive maintenance, maintenance schedule, maintenance procedure, fault detection, minor repair & AMC related to house keeping equipments. To know safety 'measure in operation of the equipment.
3	Ability to create suitable environment to staff and visitors. Make aesthetic and suitable arrangement of furnishing and maintain aesthetic colour scheme	Knowledge of different colour scheme and selection of colour for various purposes. Basic knowledge of type and arrangement of furnishing and their arrangement.
4	Skill to make necessary flower arrangement in office room; dining /canteen hall. Ensure proper lighting and ventilation in different office areas.	Basic knowledge of flower arrangement and their importance. Quantitative and qualitative requirement of light and ventilation.
5	Procure linen from the store and laundry and check proper storage of it.	Describe classification, characteristics, type and importance of linen in office premises. . Knowledge about the selection, procurement and storing required for the linen rooms.
6-7	Practice on material management, proper accounting and keeping of the linen service such as carpets, curtains, upholstery etc. Check both external and internal Environmental hygiene of office premises.	To know about the Security, safety, control and role of good material. Material management in effective linen service such as carpets, curtains, upholstery etc. Introduction of the hygiene, Type of hygiene ,Environmental and personal hygiene

8-9	<p>Check overhead and underground tank for their proper coverage, regular chlorination and cleaning of it.</p> <p>Check out the purifier for drinking water , lounges and dining hall for the cleaning periodical visit to assign duty to staff.</p> <p>Practice on the prevention of different type of the pollution such as Air, water and noise.</p>	<p>Knowledge to use gloves, musk, cloak musk and cap, Introduction to the factor affecting the environment in the offices.</p> <p>To know layout configuration work, flow of men, material and equipment in different areas</p> <p>Knowledge of Air, Water and noise pollution. The causes of pollution and' their control and prevention.</p>
10-11	<p>Skill acquire in prevention of various pest control such as: - mosquitoes,, house flies, Cockroaches and termite.</p> <p>Check office waste disposal:-its collection, transportation and disposal etc.</p>	<p>Importance of pest control. Procedure and methods of disinfections</p> <p>Introduction and classification of waste such as solid liquid and papers.</p>
12	<p>Check water conservation facilities provided.</p>	<p>Sources of collection and its importance in premises.</p>
13	<p>Energy conservation method adopted and utilized.</p>	<p>Basic knowledge of Principle of energy conservation, its generation, distribution and prevention of</p>
14-15	<p>Drill on different Type of fire and natural Hazards. Demonstration and instruction by Fire department of fire Brigade,</p>	<p>Principle of working of different type of fire extinguisher and different firefighting equipment. Classification of fire. Basic method of extinction of fire.</p>
16	<p>To identify the fire risk area in the office Detect source of fire. Operate fire alarm, Smoke detector. Practice on Natural hazards crisis management.</p>	<p>Awareness of the prevailing Act. Knowledge of tackling dangerous situation such as earth quake, cyclones and flood.</p>
17	<p>Check the budget, quality and availability related to housekeeping equipments.</p>	<p>What is Management Information System(MIS)</p>
18	<p>Practice on planning, organizing, controlling and monitoring all housekeeping activities in hand for effective utilization of the resources.</p> <p>Maintaining various house keeping records and documents.</p>	<p>Principle of management and their application in housekeeping. Activities of MIS and maintaining records by MIS</p>
19	<p>Method to be followed by housekeeping process:-</p> <p>By wearing covered dress as jackets, gloves and masks. By applying disinfection spray first,</p>	<p>Periodical checklist for the daily, weekly and the monthly activities.</p> <p>Precautionary measure is to be taken while wearing Mask, applying disinfection spray, white washing and</p>

20	<p>By destroying all the clothes, bedding, linen etc.</p> <p>By cleaning all the furniture and fixtures with disinfects materials.</p> <p>By white washing and painting walls doors and windows.</p> <p>By cleaning and sterilizing all utensils reservoirs etc.</p>	<p>painting of walls and cleaning of furniture and fixture,</p> <p>Importance and safety precaution to be followed at the time of performing housekeeping procedure in sequence for restoration of long un used space.</p>
21	<p>Incorporating the emerging trends in housekeeping such as outsourcing, Eco-friendly Amenities, products and process. New scientific technique. Use of IT in house keeping</p>	<p>Introduction to outsourcing .concept of Eco-friendly environment, product, Process and culture.</p>
22	<p>Basic operation of computer, window and MS office. Practice on data entry on computer. Internet Browsing and a-mail Practice on Computer</p>	<p>Introduction to basic computer awareness in office management: Knowledge of Internet and e-mail. Basic concept of information Technology.</p>
23-24	<p>On side Demonstration / Industrial Training in different corporate offices/ visit to some renowned corporate office or organization.</p>	
25	<p>Revision</p>	
26	<p>Examination</p>	

TRADE: CORPORATE HOUSE KEEPING
LIST OF TOOLS & EQUIPMENT
A. For Cleaning Skill

Sl.no.	Name of the item	Qty.
1.	Chamfer maid's trolley	2 Nos
2.	Dust Pans	10 Nos
3.	Buckets/tubs	20 Nos
4.	Mugs	20 Nos
5.	Dustbins	2 Nos
6.	Mop buckets	2 Nos
7.	Spray cans for glass cleaning	20 Nos
8.	Containers for storing materials and equipments (cup board with 10 selves)	2 Nos

B. Broom and Brushes

Sl.No	Name othe item	Qty.
1.	Soft brooms/hard brooms	5 Nos.
2.	Carpet brushes-shampooing and dusting	5 Nos.
3.	Upholstery brush	5 Nos.
4.	Scrubbing brush (floor)	5 Nos.
5.	Shoe polishing brush	2 Nos.
6.	W.C. brush	2 Nos.
7.	Wall brush	2 Nos.
8.	Long handle fringe mops	5 Nos.
9.	Long handle mops dry	5 Nos.
10.	Long handle mops dusting brush	5 Nos.
12.	Long handle mops scrubbing brush	5 Nos.
13.	Bottle brushes	5 Nos.
14.	Cloths scrubbing brush	5 Nos.

15.	Sponges	5 Nos.
16.	Steel wool	5 Nos.
17.	Ny Ion scrubbers (soft)	5 Nos.
18.	Cotton pads'	20 Nos.
19.	Blotting paper	20 Nos.

C. Cleaning and Polishing Clothes

SI.No	Name of the item	Qty.
1.	Duster -50cm x 50cm	20 Nos.
2.	Hand mops - 50cm x 50cm	20 Nos.
3.	Yellow polishing cloths	20 Nos.
4.	Glass cloths	5 Nos.
5.	Magnetic glass	5 Nos.

D. Mechanical equipments

Si.no.	Name of the item	Qty.
1.	Vacuum cleaner (small and large) domestic only	1 No. each
2.	Floor scrubber/polisher	5 Nos.
3.	Carpet shampooing machine	1 No.
4.	Ordinary step ladders of different heights	2 Nos.
5.	Washing machine domestic	1 No.
6.	Iron/electric iron	2 Nos.
7.	Exhaust fan	2 Nos.
8.	Sinks for washers	5 Nos.

9.	Metal stand for drying cloths	5 Nos.
10.	Water filter and purifier	2 Nos. each
11.	Geyser	1 No.
12.	Electric oven/gas oven/Micro oven	1 No.
13.	Refrigerator (domestic)	1 No.
14	Electrical accessories'(i.e. fan, light etc.)	2 Nos. each
15	Computer with latest configuration	1 no
16	MS office software	1 no

E. Cleaning material

Sl.No	Name of the iitem	Qty.
1.	Detergent	As Required
2.	Deodorants	As Required
3.	Anti-septic	As Required
4.	Disinfectants	As Required
5.	Room fresheners	As Required
6.	Carpet shampooing lotion	As Required
7.	Common stain removal agents	As Required
8.	Polishing agents.	As Required
