

AC – 20/05/2025

Item No. – 8.8 (N) Sem-II 1(a)

As Per NEP 2020

University of Mumbai



Syllabus for Minor Vertical 2

Faculty: Faculty of Interdisciplinary

Board of Studies in : Board of Studies in Maritime Hospitality Studies

First Year Programme in minor (Hotel Operation)

Semester	II	
Title of Paper	Sem	Total Credit
Hotel Housekeeping - I (Theory)	II	2
From the Academic Year		2025-26

Credit Structure for Minor in Hotel Operation Semester - II, III, IV, V & VI

UG First Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Hotel Housekeeping - I (Theory)	II	2
UG Second Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Cost and Material Management (TH)	III	2
II) Housekeeping and Facility Management (TH)	III	2
UG Second Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Advanced Food & Beverage Service (PR)	IV	2
II) Hotel Housekeeping – II (PR)	IV	2
UG Third Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits
Note: No minor vertical / course because of OJT	V	--
UG Third Year Program in Minor (Hotel Operation)		
Title of Paper	Sem.	Total Credits 4
I) Hotel Entrepreneurship Management (TH)	VI	2
II) Human Resource Management (TH)	VI	2

SEMESTER II

Syllabus for Minor (Semester – II)

Hotel Housekeeping - I (Theory) (C-2)

Title of Paper - Hotel Housekeeping - I (Theory)		
Course Code -		
Sr. No.	Heading	Particulars
1	Description of the course:	The Housekeeping Department plays a vital role in maintaining the cleanliness, organization, and overall guest satisfaction in a hotel. This department is responsible for ensuring that guest rooms, public areas, and back-of-house spaces are spotless, well-maintained, and welcoming. Housekeeping staff are tasked with cleaning rooms, replenishing supplies, changing linens, and attending to guest requests related to room amenities. They also ensure that hygiene and safety standards are strictly followed throughout the hotel. The department works closely with other hotel functions to create a comfortable and pleasant environment for guests, making it an essential part of the hospitality industry. Through effective housekeeping practices, hotels maintain high standards of cleanliness and service, which directly contribute to guest satisfaction and loyalty.
2	Vertical: Major/Minor/Open Elective /Skill Enhancement / Ability Enhancement/Indian Knowledge System (Choose By √)	Minor.
3	Type:	Theory
4	Credit:	2 credits (1 credit = 15 Hours for Theory or 30 Hours of Practical work in a semester)
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks Internal exam 20 marks External exam 30 marks
7	Course Objectives: The objective of the course is – • To introduce Housekeeping Department	

	• To explain various departments in a large hotel • To describe types of rooms and Plans • To demonstrate personality traits of accommodation staff • To manage accommodation in cruise industry • To manage housekeeping personnel • To plan housekeeping operations • To explain importance of the guestroom to a guest and Guest floor rules • To explain cleaning equipment, agent and cleaning procedures
8	Course Outcomes: On completion of this module- the trainee shall be able to - • Introduce Housekeeping Department • Explain various departments in a large hotel • Describe types of rooms and Plans • Demonstrate personality traits of accommodation staff • Manage accommodation in cruise industry • Manage Housekeeping personnel • Plan housekeeping operations • Importance of the guestroom to a guest and Guest floor rules • Explain Cleaning equipment, agent and cleaning procedures
9	MODULES: - MODULE 1: Introduction to Housekeeping Department Introduction to Housekeeping Department 1. Organization structure of housekeeping department 2. Personality traits of Accommodation staff 3. Coordination with other departments 4. Accommodation management in the cruise industry 5. Importance of the guestroom to a guest and Guest floor rules Guest Safety and Hygiene 6. Laundry introduction 7. Cleaning equipment & Cleaning agent 8. Principles of cleaning 9. The cleaning procedures 10. Linen (Textiles used in hotels, Linen exchange procedure, Discards of linen and their reuse procedure) 11. Uniforms (Selection and design of uniforms, Storage of uniforms, Issuing and exchanging of uniforms, Advantages of providing uniforms) 12. Par stock management of Linen and Uniforms 13. Pest Control 14. Emergency situations (Accident, illness, theft, fire, bomb)

	MODULE 2: Routine Systems and Records of House Keeping Department Routine Systems and Records of House Keeping Department 1. Introduction to planning and organizing the housekeeping operations 2. Area inventory list 3. Frequency schedules 4. Performance and Productivity standards 5. Time and Motion study in House Keeping operations 6. Standard Operating manuals – Job procedures 7. Job allocation and work schedules 8. Calculating staff strengths & Planning duty rosters, 9. Teamwork and leadership in House Keeping 10. Training in HKD, devising training programs for HK staff 11. Inventory level for non-recycled items 12. Budget and budgetary controls 13. Purchasing systems – methods of buying 14. Stock records – issuing and control 15. Reporting Staff placement 16. Room Occupancy Report 17. Guest Room Inspection 18. Entering Checklists, Floor Register, Work Orders, Log Sheet / Book. 19. Lost and Found Register and Enquiry File 20. Maid's Report and Housekeeper's Report 21. Handover Records 22. Guest's Special Requests Register 23. Record of Special Cleaning 24. Call Register 25. VIP Lists Flower arrangement 26. Flower arrangement in hotels, 27. Flower arrangement basics, 28. Common flowers and foliage, 29. Designing flower arrangements
10	Reference Books: 1. Raghubalan G., Raghubalan Smritee, 2007 - 2009, Hotel Housekeeping Operations and Management, second edition, Oxford University Press. 2. Singh Malini & George Jaya B., 2008, Housekeeping Operations, Design and Management, first edition, Jaico Publications. 3. Schneider Madelin, Tucker Georgina, Scoviak Mary, 1999, The Professional Housekeeper, 4 th edition, John Wiley & Sons. 4. Kasu Ahmed A., 1992, An introduction to Art, craft, science, technique and profession of interior design , third edition, Ashish Book Centre, Delhi.

	5. Jones Thomas J.A., 2005, Professional Management of Housekeeping Operations, 4 th edition, John Wiley & Sons.		
11	Internal Continuous Assessment: 40% (i.e. 20 Marks out of 50 Total Marks)	External Semester End Examination: 60% (i.e. 30 Marks out of 50 Total Marks)	
	Individual Passing in Internal and External Examination: 40%		
12	Continuous Evaluation through: Quizzes, Class Tests, presentation, project, role play, creative writing, assignment, etc.	Select at least 3	

Examination

QUESTION PAPER PATTERN

(External and Internal)

Examination Semester II Pattern of Theory Exam

Theory Courses Evaluation Scheme for First Year (UG) under NEP

13	Format of Question Paper: for the final examination					
Nature of Examination	Bifurcation of Marks				Time	Total Marks
I. Internal Evaluation for Theory Courses						
Continuous Internal Assessment (CIA) Assignment	Sr. No	Examination	Modul	Marks	Time	Total Marks
	1	Class Test Total 10 Marks Define / Terminologies / Match the Column / Fill in the Blanks / Multiple Choice Questions (1 Marks each) - 5 Marks Short Notes / Problem. Attempt anyone Questions out of two (a & b) (5 Marks each) – 5 Marks	Modul I or on Completed syllabus	10 Marks	30 Min	20 Marks
	2	Assignments / Case Study / Presentations / Project / Group Discussion / Ind. Visit. / Tutorial	I & II	10 Marks	Minimum 30 Min per activity.	

II. External Examination for Theory Courses						
Semester End Examination	Question No	Paper Pattern (Note: - Theory question paper pattern: Attempt any two out of four questions)	Modul	Marks	Time	Total Marks
	Q. 1	Define / Terminologies / Match the Column / Fill in the Blanks / Multiple Choice Questions (1 Marks each)	I & II	15 Marks	1 Hr.	30 Marks
	Q. 2	Short Notes / Problem. Attempt any Three Questions out of four. (a, b, c & d). (5 Marks each)	I & II	15 Marks		
	Q. 3	Essay Type Questions (Attempt any one out of two)	I	15 Marks		
	Q. 4	Essay Type Questions (Attempt any one out of two)	II	15 Marks		
	Note: 1. Attempt any two out of four questions. 2. Certified Journal is compulsory for appearing at the time of Practical Exam. 3. To appear examination minimum prescribed attendance is compulsory.					

Sd/-

**Sign of the BOS
Chairman
Dr. Pankaj
Deshmukh
Board of Studies in
Maritime Hospitality
Studies**

Sd/-

**Sign of the
Offg. Associate
Dean
Dr. C. A. Chakradeo
Faculty of IDS**

Sd/-

**Sign of the
Offg. Associate Dean
Dr. Kunal Ingle
Faculty of IDS**

Sd/-

**Sign of the
Offg. Dean
Prof. A. K. Singh
Faculty of IDS**