

CURRICULUM

FOR THE TRADE OF

HOUSE KEEPER (HOTEL)

UNDER

APPRENTICESHIP TRAINING SCHEME



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENURESHIP
DIRECTORATE GENERAL OF TRAINING

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2. Hotel Revival Lords Inn, Vadodara,Gujarat
3. Gujarat Institute of Hotel Management
4. Surya Palace Hotel,Vadodara,Gujarat

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Co-ordinator for the course:Shri L K Mukherjee, Deputy Director, CSTARI, Kolkata and Shri S A Pandav, RDD, Vadodar&Surat, Gujarat

Sl. No.	Name & Designation Sh./Mr./Ms.	Organization	Expert Group Designation
1.	Shri L. K. Mukherjee, DDT	CSTARI, Kolkata	Expert
2.	Shri S A Pandav, RDD	Vadodar&Surat, Gujarat	Expert
3.	Mr.Anurag Mishra, HR Manager	Welcom Hotel	Expert
4.	Ms. Bhavita Vin, Training Co-ordinator	Welcom Hotel	Expert
5.	Mr. Piyushkumar Mehta, HR Exe.	Hotel Revival Lords Inn	Expert
6.	Mr. Jayesh More, Exe. Housekeeping	Hotel Revival Lords Inn	Expert
7.	Mr. Rishi Kashyap, Principal	Gujarat Institute Hotel Management	Expert
8.	Mr. DaronPawar, Sr. Faculty	Gujarat Institute of Hotel Management	Expert
9.	Mr. Ranjeet Rajput, HR	Surya Palace Hotel	Expert
10.	Mr. ArunUpadhyay, HR Training	Surya Palace Hotel	Expert
11.	Mr. Y.B.Joshi, Principal	Industrial Training Institute, Khambhat	Expert
12.	Mr. J.G.Prajapati, Asst. Appr. Advisor	Industrial Training Institute, Tarsali	Expert

2. BACKGROUND

2.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate (ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are four categories of apprentices namely; **trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders) and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

2.2 Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

2.3 Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22nd December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.
- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.

- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.

3. RATIONALE

[Need for Apprenticeship in House Keeper (Hotel) trade]

The hotel industry in India is known to provide extravagant service. When it comes to Indian hospitality, a popular sentiment reflects that hospitality comes naturally to Indians as we remain true to our age old belief, ‘AtithiDevoBhava’. However, the hotel industry — like every service industry — is personnel driven. It is the people, who work at hotels and provide services to guests, who define the norms of the property and the industry as a whole.

In India travel and tourism accounts for 5.9 per cent of the GDP and 9.2 per cent of the total employment. The total number of jobs (direct and indirect), in the tourism sector in 2010 was 53 million and 49.8 million in 2009 and this sector estimates around 77.5 million jobs by 2016. Housekeeping has undergone a sea change, especially since the mid-90s. The use of technology has changed the style and functioning of the department in a large way. This has changed the prevalent mind set and has increased professionalism

4. JOB ROLES: REFERENCE NCO

Brief description of Job roles:

House Keeper works in cleaning of rooms, lounges and dining halls of hotel. Assigns duties to staff and visits periodically all portions of hotel to assure that areas are clean and tidy. Reports any defects in electrical and water systems. Arranges to have rooms and public places periodically white-washed or painted. Indents for fresh supply of linen, and discards worn out items and greets guests in their rooms and enquires about their comfort. Keeps custody of luggage left temporarily by residents. Supervises work of Lascars Porter (Hotel, Sweepers, Room Boys, Lift Boys and Linen Keeper).

Reference NCO: 5121.10

5. GENERAL INFORMATION

1. **Name of the Trade** : **House Keeper (Hotel)**
2. **N.C.O. Code No.** : 5121.10
3. **Duration of Apprenticeship Training (Basic Training + Practical Training):**15
Months

3.1 For Fresher's:- Duration of Basic Training: -

Block –I: 3 months

Total duration of Basic Training: 3 months

Duration of Practical Training (On -job Training): -

Block–I: 12 months

Total duration of Practical Training: 12 months

3.2 For ITI Passed: - Duration of Basic Training: - NIL

Duration of Practical Training (On -job Training): 12 months

4. **Entry Qualification** : 10th class passed under 10+2 system of education
5. **Selection of Apprentices:** The apprentices will be selected as per Apprentices Act amended time to time.
6. **Rebate for ITI passed trainees** : i) 3 months in the trade of Housekeeper/Domestic Housekeeping/Corporate Housekeeping/Institution Housekeeping

Note: Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remain as 1 year.

7. COURSE STRUCTURE

Training duration details: -

Time (in months)	1-3	4-15
Basic Training	Block- I	-----
Practical Training (On - job training)	----	Block - I

Components of Training	Duration of Training in Months														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Basic Training Block - I															
Practical Training Block - I															

8. SYLLABUS
7.1 BASIC TRAINING
(BLOCK – I)
DURATION: 03MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **House Keeper (Hotel)**
- 2) **Hours of Instruction** : 500Hrs.
- 3) **Batch size** : 20
- 4) **Power Norms** : 4.5 KW for Workshop
- 5) **Space Norms** : 40 Sq.m.
- 6) **Examination** : The internal assessment will be held on completion of the Block.
- 7) **Instructor Qualification** :

- | |
|---|
| <p>1. Degree in Hotel Management / Catering Technology with one year experience in the relevant field.
OR</p> <p>2. Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
OR</p> <p>3. NTC/NAC in the trade with three years' experience in the relevant field.</p> |
|---|

Desirable Qualification:

Preference will be given to a candidate with Craft Instructor Certificate (CIC).

- 8) **Tools, Equipments & Machinery required** : - As per Annexure – I

7.1 DETAILSYLLABUS OF BASIC TRAINING

7.1.1DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

Block –I

Basic Training

Week No.	Professional Skills	Professional Knowledge
1-2	<p>a) Identifications of Housekeeping equipment's</p> <p>b) Its culture and ability.</p> <p>c) Basic concept about Tools and equipment used.</p> <p>d) Basic knowledge about the safety equipment and their uses.</p>	<p>a. Introduction to housekeeping industry /Hotel industry.</p> <p>b. An orientation programme on the course and related job opportunities by the industry expert / instructor</p> <p>c. Different types of Housekeeping establishment.</p> <p>d. Organizational hierarchy of Housekeeping Department.</p> <p>e. Attributes of Housekeeping services personals.</p> <p>f. Duties and responsibilities of Housekeeping service personals</p>
3	<p>a) Demonstration on the component of personal hygiene health hazard associated to the habit and recognizing the positive and negative trends in the community.</p> <p>b) Dusting, sweeping, mopping and scrubbing-etc.</p>	<p>a) Introduction to hygiene and healthful living. Concept of health and disease.</p> <p>b) Personal hygiene. (Care of skin, hair, hand, teeth and feet.)</p> <p>c) Cleaning, methods, frequency and schedule.</p> <p>d) Steps of dusting, mopping, sweeping, vacuum cleaning etc.</p>
4	<p>a) Application of stain removal process on different surface such as clothes and walls.</p> <p>b) Use of deodorants disinfectant and antiseptics.</p>	<p>a) Basic knowledge of stain removing agents and its technique on different surface.</p> <p>b) Removal of stain of common occurrence from various surfaces.</p>
5-6	<p>a) Step by step procedural demonstration of cleaning of bathroom, room and toilet.</p> <p>b) Cleaning of various metals.</p> <p>c) Check care in cleaning of bronze, copper, silver, bronze and chromium metal. Glass surface, plastic, leather, wall and wall finishes.</p>	<p>a) Familiarization of cleaning procedure of various metals.</p> <p>b) Care and cleaning of wooden surface and furniture.</p> <p>c) Basic knowledge of glass surface, plastic, leather and walls.</p> <p>d) The general precaution in their care and cleaning.</p>

7-8	<ul style="list-style-type: none"> a) Application of kitchen hygiene such as storage of food grain and cooked foods. b) Proper ventilation, light, cleaning equipment /utensils. c) Identify the kitchen related personnel hygienic factor. d) Practice of Ironing, storing, cleaning, discarding of linen e) Practice of bed making & housekeeping trolley. f) Use of recycled water in gardening, cultivating & fertilizing to grass & plants 	<ul style="list-style-type: none"> a) Knowledge of cleaning methods of food and food contacting areas. b) Safety precautions for gas oven, electric oven and heater. c) Knowledge about the personal hygiene of food handlers. d) Familiarization of food shop and catering establishments. e) Knowledge of Laundry & Linen Management. f) Knowledge of Bed making & arrangement of housekeeping trolley. g) Basic knowledge of gardening & horticulture.
9	<ul style="list-style-type: none"> a) Procure linen from the store and laundry and check proper storage of it. 	<ul style="list-style-type: none"> a) Describe classification, characteristics, type and importance of linen in office premises. b) Knowledge about the selection, procurement and storage of Linen for rooms.
10	<ul style="list-style-type: none"> a) Practice on material management, proper accounting and keeping of the linen service such as carpets, curtains, upholstery etc. b) Check both external and internal Environmental hygiene of office premises. 	<ul style="list-style-type: none"> a) To know about the Security, safety, control b) Role of good material. Material management in effective linen service such as carpets, curtains, upholstery etc.
11	<ul style="list-style-type: none"> a) Method to be followed by housekeeping process: By wearing covered dress as jackets, gloves and masks. b) By applying disinfection spray first. c) By destroying all the clothes, bedding, linen etc. d) By cleaning all the furniture and fixtures with disinfects materials. e) By white washing and painting walls doors and windows. f) By cleaning and sterilizing all utensils reservoirs etc. 	<ul style="list-style-type: none"> a) Periodical checklist for the daily, weekly and the monthly activities. b) Precautionary measure is to be taken while wearing Mask, applying disinfection spray, white washing and painting of walls and cleaning of furniture and fixture, c) Importance and safety precaution to be followed at the time of performing housekeeping procedure in sequence for restoration of long unused space.
12	Knowledge of statutory compliance particular to trade requirement.	Awareness of terrorism threats conducting mock drill.
13.	Internal Assessment 03days	

7.1.2EMPLOYABILITY SKILLS

GENERAL INFORMATION

- 1) **Name of the subject** : **EMPLOYABILITY SKILLS**
- 2) **Applicability** : **ATS- Mandatory for fresher only**
- 3) **Hours of Instruction** : **110Hrs.**
- 4) **Examination** : **The examination will be held at the end of two years Training by NCVT.**
- 5) **Instructor Qualification** :

i)MBA/BBA with two years experience or graduate in sociology/social welfare/Economics with two years experience and trained in Employability skill from DGET Institute.

And

Must have studied in English/Communication Skill and Basic Computer at 12th /diploma level

OR

ii) Existing Social Study Instructor duly trained in Employability Skill from DGET Institute.

7.1.2.1 SYLLABUS OF EMPLOYABILITY SKILLS

A. Block – I Basic Training

Topic No.	Topic	Duration (in hours)
	English Literacy	15
1	Pronunciation : Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
2	Functional Grammar Transformation of sentences, Voice change, Change of tense, Spellings.	
3	Reading Reading and understanding simple sentences about self, work and environment	
4	Writing Construction of simple sentences Writing simple English	
5	Speaking / Spoken English Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
	I.T. Literacy	15
1	Basics of Computer Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
2	Computer Operating System Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.	
3	Word processing and Worksheet Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets	
4.	Computer Networking and INTERNET Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page	

	and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.	
	Communication Skill	25
1	Introduction to Communication Skills Communication and its importance Principles of Effective communication Types of communication - verbal, non verbal, written, email, talking on phone. Non verbal communication -characteristics, components-Para-language Body - language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort. Case study/Exercise	
2	Listening Skills Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.	
3	Motivational Training Characteristics Essential to Achieving Success The Power of Positive Attitude Self awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning. Case study/Exercise	
4	Facing Interviews Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview	
5	Behavioral Skills Organizational Behavior Problem Solving Confidence Building Attitude Decision making Case study/Exercise	
	Entrepreneurship skill	15
1	Concept of Entrepreneurship Entrepreneurship- Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.	

2	Project Preparation & Marketing analysis Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
3	Institutions Support Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes& procedure & the available scheme.	
4	Investment Procurement Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	Productivity	10
1	Productivity Definition, Necessity, Meaning of GDP.	
2	Affecting Factors Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	Comparison with developed countries Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
4	Personal Finance Management Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
	Occupational Safety, Health & Environment Education	15
1	Safety & Health Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	Occupational Hazards Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
3	Accident & safety Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	First Aid Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	Basic Provisions Idea of basic provision of safety, health, welfare under legislation of India.	
6	Ecosystem Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	Pollution Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	

8	Energy Conservation Conservation of Energy, re-use and recycle.	
9	Global warming Global warming, climate change and Ozone layer depletion.	
10	Ground Water Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	Environment Right attitude towards environment, Maintenance of in -house environment	
	Labour Welfare Legislation	5
1	Welfare Acts Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.	
	Quality Tools	10
1	Quality Consciousness : Meaning of quality, Quality Characteristic	
2	Quality Circles : Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.	
3	Quality Management System : Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	House Keeping : Purpose of Housekeeping, Practice of good Housekeeping.	
5	Quality Tools Basic quality tools with a few examples	

7.2 PRACTICAL TRAINING (ON-JOB TRAINING)
(BLOCK – I)
DURATION: 12MONTHS

GENERAL INFORMATION

- 1) **Name of the Trade** : **House Keeper (Hotel)**
- 2) **Batch size** : : a) Apprentice selection as per Apprenticeship Guidelines
b) Maximum 20 candidates in
- 3) **Examination** : i) The internal assessment will be held on completion of the block
ii) NCVT exam will be conducted at the end of Apprenticeship Training
- 4) **Instructor Qualification** :

- | |
|--|
| <ol style="list-style-type: none">1. Degree in Hotel Management / Catering Technology with one year experience in the relevant field.
OR2. Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.
OR3. NTC/NAC in the trade with three years' experience in the relevant field. |
|--|

Desirable Qualification:

Preference will be given to a candidate with Craft Instructor Certificate (CIC).

4. **Infrastructure for On-Job Training** : - As per Annexure – II

7.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

BLOCK – I

1. Safety and best practices (5S, KAIZEN etc.)
2. Record keeping and documentation

DURATION: 12MONTHS (52WEEKS)	
SL NO	LIST OF PRACTICAL SKILLS TO BE COVERED DURING ON JOB TRAINING
1.	Understand and apply high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas.
2.	Understand all hotel services and activities.
3.	Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business.
4.	To ensure all guest and team members laundry and dry cleaning is processed in accordance with hotel procedures, charges are raised and documentation completed for hotel audit procedures.
5.	To be fully aware of linen procedures and assist with linen stock takes as required.
6.	To order, receive and issue cleaning materials and carry out stock takes as required.
7.	To ensure the correct use of cleaning agents on all surfaces.
8.	To assist with the periodic cleaning of areas as requested.
9.	To be fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property.
10.	To record and report all faults and damage arising to Maintenance.
11.	To ensure all housekeeping equipment is used safely and effectively.
12.	To ensure on all occasions you observe safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation.
13.	To record, report and process lost property according to hotel procedures.
14.	To assist with the training of team members in order to encourage and obtain maximum commitment. This to include recording of training, Induction and National Vocational Qualifications.
15.	To be aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the hotel and company in order to satisfy statutory legislation.
16.	To comply with your responsibilities under the Regulatory Reform (Fire Safety) Order 2005 as detailed in the QMH Fire Safety Management System, a copy of which can be found in the hotel or accessed on the intranet.
17.	To be fully aware of and adhere to Health and Safety and fire procedures
18.	To be fully aware of and comply with hotel and company rules and regulations as identified in the team member handbook.
19.	To ensure that high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas.
20.	To be fully aware of all hotel services and activities.
21.	To be aware what to do in case of unexpected situations like terrorism attacks or any

8. ASSESSMENT STANDARD

8.1 Assessment Guideline:

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

a) Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- many tolerances while undertaking different work are in line with those demanded by the component/job.
- a fairly good level of neatness and consistency in the finish
- occasional support in completing the project/job.

b) Weightage in the range of above 75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- the majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

c)Weightage in the range of above 90% to be allotted during assessment under following performance level:

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

In this work there is evidence of:

- high skill levels in the use of hand tools, machine tools and workshop equipment
- tolerances while undertaking different work being substantially in line with those demanded by the component/job.
- a high level of neatness and consistency in the finish.
- minimal or no support in completing the project

8.2 FINAL ASSESSMENT- ALL INDIA TRADE TEST(SUMMATIVE ASSESSMENT)

SUBJECTS	Marks	Sessional Marks	Full Marks	Pass Marks	Duration of Exam.
Practical	300	100	400	240	08 hrs.
Trade Theory	100	20	120	48	3 hrs.
Employability Skill	50		50	17	2 hrs.
Grand Total	450	120	570	-	

Note: - The candidate pass in each subject conducted under all India trade test.

9. FURTHER LEARNING PATHWAYS

Employment opportunities:

On successful completion of this course, the candidates shall be gainfully employed in the following industries:

- Able to progress to a position with more responsibility, such as head housekeeper or accommodation manager.
- Can move into related hotel job, such as front-of-house-manager or training manager.
- Can opt for domestic services management in a company.
- Entrepreneurship

TOOLS & EQUIPMENT FOR BASIC TRAINING

INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

TRADE: HOUSE KEEPER (HOTEL)

LIST OF TOOLS & EQUIPMENTS FOR 20 APPRENTICES

For Cleaning Skill		
Sl. No.	Name of the item	Qty.
1.	Chamber maid's trolley	1 No.
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 equipment (cup board with 10 selves)	2 Nos.
Broom and Brushes		
1.	Broom and Brushes	5 Nos.
2.	Soft brooms/hard brooms	5 Nos.
3.	Carpet brushes-shampooing and dusting	5 Nos.
4.	Upholstery brush	5 Nos.
5.	Scrubbing brush (floor)	5 Nos.
6.	Shoe polishing brush	2 Nos.
7.	W.C. brush	2 Nos.
8.	Wall brush	2 Nos.
9.	Long handle fringe mops	5 Nos.
10.	Long handle mops dry	5 Nos.
11.	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.	Nylon scrubbers (soft)	5 Nos.
18.	Cotton pads'	20 Nos.
19.	Blotting paper	20 Nos.
20.	Duster -50cm x 50cm	20 Nos.
21.	Hand mops - 50cm x 50cm	20 Nos.
22.	Yellow polishing cloths	20 Nos.
23.	Glass cloths	5 Nos.
24.	Magnetic glass	5 Nos.
Mechanical Equipment		
1.	Vacuum cleaner (small and large) domestic only	1 Each
2.	Floor scrubber / polisher Machine	1 No.
3.	Carpet shampooing machine	1 No.
4.	Ordinary step ladders of different heights 2 Nos.	2 Nos.
5.	Washing machine domestic 1 No.	1 No.
6.	Electric iron / Steam Iron with Ironing Board	2 Nos.

7.	Garment Steamer	2 Nos.
8.	Exhaust fan	2 Nos.
9.	Sinks for washers	2 Nos.
10.	Metal stand for drying cloths	2 Nos.
11.	Water filter and purifier	1 No.
12.	Geyser 25 Ltrs.	1 No.
13.	Electric oven/gas oven/Micro oven	1 No.
14.	Refrigerator (domestic) Double Door 350 Ltrs.	1 No.
15.	Electrical accessories' (i.e. fan, light etc.)	As per requirement
16.	Computer with latest configuration	1 No.
17.	Laser Printer	1 No.
18.	MS office software	1 No.
19.	Telephone	1 No.
20.	Fax	1 No.
21.	Photocopier	1 No.
22.	Fire Extinguisher - Co2 / DCP	4 Nos.
Cleaning Material		
1.	Detergent	As per Requirement
2.	Deodorants	As per Requirement
3.	Anti-septic	As per Requirement
4.	Disinfectants	As per Requirement
5.	Room fresheners	As per Requirement
6.	Carpet shampooing lotion	As per Requirement
7.	Common stain removal agents	As per Requirement
8.	Polishing agents	As per Requirement

Note: In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.

INFRASTRUCTURE FOR ON-JOB TRAINING

TRADE: HOUSE KEEPER (HOTEL)

For Batch of 20 APPRENTICES

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 12 months) are imparted. In case of any short fall the concern industry may impart the training in cluster mode/ any other industry/ at ITI.

GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following some method of delivery may be adopted:

- A) LECTURE
- B) LESSON
- C) DEMONSTRATION
- D) PRACTICE
- E) GROUP DISCUSSION
- F) DISCUSSION WITH PEER GROUP
- G) PROJECT WORK
- H) INDUSTRIAL VISIT

2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.

3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.