

## School of Hospitality and Culinary Art

Course Name	Accommodation Operation 2 Lab
Course Code	CC-HAP203
Course Duration	15 weeks
Semester	Second
Core/Elective	Core - Hospitality (Accommodation Operation )
Credit Points	2
Weekly Delivery/ Contact Hours	04 Hours per week
Resource Requirements	Well equiped Housekeeping lab, Laundry Equipments, Flower arrangement equipments, Diiderent types of forms and formats used in housekeeping.
Class conducted at Building	School of Hospitality and Culinary Art
Prepared by	Ms. Upasana

### **Course Description**

This course will provide our students, depth knowledge about basics of housekeeping. The syllabus is diversely designed for the practical housekeeping operations and involves the knowledge of basic operations like Cleaning of rooms, public area, laundry, stain removal, flower arrangements etc. It also covers the documentations of the departments like forms and formats used and the knowledge of using them.

### **Course Outcomes (COs)/ Learning Outcomes (LOs)**

After completion of this syllabus the students will be familier with the housekeeping department. Our students will also be able to provide various types of housekeeping services like Bed making, Turn down service, Telephone handling, Handling with Lost and Found items etc. Course will also enhance their overall skills which is required for a Housekeeping person to perform in better way for the organisation. Our students will be able to identify and use various types of chemicals, equipments which will be used in the department.

#### **Prescribed and Recommended Readings:**

##### **Required Textbook(s)**

Hotel Housekeeping: Operations and Management- G. Raghubalan and Smritee Raghubalan

##### **Recommended Reading(s)**

Hotel Housekeeping Management and operations- Sudhir Andrews (Author)

##### **Other Learning Resources for use:**

Handouts provided in class ,Informative YouTube Videos, [www.slideshare.net](http://www.slideshare.net), [www.hmhub.in](http://www.hmhub.in), Various links provided by the book publishers etc.

**Parameters required from the students:** Since the students are new to the course they will not have any prior knowledge about the course. They are expected to follow the instruction and participate durinf=g the session.

## Accomodation Operation 2

### Sem- 2 Practical

Sl No.	Topic	Hours 60
1	Identification of cleaning equipment - Manual & mechanical	4
2	Cleaning of different surfaces	8
3	Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing	8
4	Room Attendant Trolley Setting	4
5	Bed Making / Turn down service	8
6	Cleaning of guest rooms	6
7	Cleaning of public areas	4
8	Inspection of guest rooms & public areas with the help of checklist	2
9	Laundry equipment handling	4
10	Laundry operations and Stain removal	4
11	Filling of Forms and formats	4
12	Flower arrangements	4

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	1	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Identification of cleaning equipment Manual & mechanical	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Types of Brushes, Brooms, Mops, cleaning Clothes and other cleaning equipments.				
	Video Clips <a href="https://www.youtube.com/watch?v=hIVxo1vTNiY">https://www.youtube.com/watch?v=hIVxo1vTNiY</a>				
<b>Learning outcome</b>					
	Students are able to identify different types of cleaning equipments.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
2 hours 50 minutes	9.40 -12.30 PM	Demonstrate and guide	Showing of equipments to students with demonstration and uses. (Manual as well as with the help of pictures.)		Listening and note making
20 mins	12.30 - 12.50 AM	Quiz	Asking questions and revision.		Participation
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Due to lack of expertise in handling of equipments minor accidents may take place.		Students must follow the proper guidelines for handling various types of manual and mechanical equipments.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to identify the different types of cleaning equipments, know their uses and operations.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	2	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of different surfaces	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Duster, Colin, Glass Polishing Cloth.				
	Video Clips <a href="https://www.youtube.com/watch?v=Bn1fW106I40">https://www.youtube.com/watch?v=Bn1fW106I40</a>				
<b>Learning outcome.</b>					
	Students are able to clean glass following the standard Procedure.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
20 mins	9.40- 10 AM	Equipments distribution	Dividing the students in groups and allotting them the cleaning equipments.		Follow the instructions
2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be performing the cleaning activities in groups of different types if surfaces following the teacher's instructions.		Listening and note making
20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.		Participation
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Usage of Inappropriate types,quantity/Techniques of chemicals may damage glass.		Students must follow the proper guidelines for usage of chemicals while cleaning any glass items.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to clean the glass with standard procedure.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	3	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of different surfaces	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Duster, detergent, brush, metal polish.					
Used recorded videos ; <a href="https://www.youtube.com/watch?v=6x9CoeROiCU">https://www.youtube.com/watch?v=6x9CoeROiCU</a>					
<b>Learning outcome</b>					
Students are able to clean metal following the standard Procedure.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>	
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness	Present grooming standards	
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.	Attend briefing, Take notes	
20 mins	9.40- 10 AM	Equipments distribution	Dividing the students in groups and allotting them the cleaning equipments.	Follow the instructions	
2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be performing the cleaning activities in groups of different types if surfaces following the teacher's instructions.	Listening and note making	
20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.	Participation	
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end	Participation	
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Metals may get damaged if proper chemicals has not been used in a proper way.		students must be aware of metals chemicals, its composition and how to use it on different metals.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to clean the metal with standard procedure.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	4	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of different surfaces	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Duster, detergent, brush, floor mop, vaccum cleaner.					
Used recorded videos					
<b>Learning outcome</b>					
Students are able to clean floors following the standard Procedure.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
20 mins	9.40- 10 AM	Equipments distribution	Dividing the students in groups and allotting them the cleaning equipments.		Follow the instructions
2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be performing the cleaning activities in groups of different types if surfaces following the teacher's instructions.		Listening and note making
20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.		Participation
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Wrong cleaning methods may damage the floor or may lead to the accident. i.e.slippery floor, greasy floor etc.		Sign board must be placed by the students while cleaning wet floor or while using wet mop.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to clean the metal with standard procedure.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	5	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Different Cleaning Methods	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Brush, Broom, Mop, Cleaning Cloth, Cleaning Liquids.				
	Used recorded videos				
<b>Learning outcome</b>					
	Students are able to clean using the different manual methods of cleaning.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
20 mins	9.40- 10 AM	Equipments distribution	Dividing the students in groups and allotting them the cleaning equipments.		Follow the instructions
2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be performing the cleaning activities in groups of different methods following the teacher's instructions.		Listening and note making
20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.		Participation
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Surface will not be cleaned properly . i.e. Stains may remain on the surface or surface may remain dirty.		Students must follow the proper cleaning methods for various surfaces.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to know the different ways and ,methods of cleaning. .			

## Lab Manual

<b>SUBJECT:</b> Accommodation Operation		<b>Manual No.</b>	6	<b>TEACHER:</b> Upasana
<b>TOPIC:</b> Different Cleaning Methods		<b>SEMESTER:</b>	2	<b>Time:</b> 3 hours 45 minutes
<b>Things required</b>				
Brush, Broom, Mop, Cleaning Cloth, floor cleaner, vaccum cleaner,Cleaning Liquids.				
Used recorded videos				
<b>Learning outcome</b>				
Students learn and perform using different types of mechanical cleaning method.				
<b>Methodology</b>				
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness	Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.	Attend briefing, Take notes
20 mins	9.40- 10 AM	Equipments distribution	Dividing the students in groups and allotting them the cleaning equipments.	Follow the instructions
2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be performing the cleaning activities in groups of different methods following the teacher's instructions.	Listening and note making
20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.	Participation
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end	Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>
		Surfaces amy get damaged. i.e. If the proper amount of water has not been filled in the floor cleaning machine.		Students must check the equipments and its requirement before operating any machine.
<b>Analysis of the results</b>		If the practical is done properly the students will be able to know the different ways and ,methods of cleaning. .		

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	7	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Room Attendant's Trolley Setting	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Room Attendant's Trolley, Linens, Guest Amenties and Supplies				
	Video Clips <a href="https://www.youtube.com/watch?v=r8ZPKdn48U">https://www.youtube.com/watch?v=r8ZPKdn48U</a> <a href="https://www.youtube.com/watch?v=zvmL-1T2uqA">https://www.youtube.com/watch?v=zvmL-1T2uqA</a>				
<b>Learning outcome</b>					
	Students learn the different sections and are able to set a room attendant's trolley.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
20 mins	9.40- 10 AM	Equipments distribution	Dividing yhe students in groups and allotting them the cleaning equipments.		Follow the instructions
2 hours 30 mins	10.00 -12.30 PM	Demonstrate and guide	Students will be setting the room attendant trolley following the teacher's instructions.		Listening and note making and Participation
20 mins	12.30 - 12.50 AM	Quiz	Final cleaning and handover of the equipments.		Participation
10 mins	12.50 - 13.00 PM	Debriefing	Feedbacks and Questions from student end		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Students may forget to set the trolley as per the requirements.		Students must follow the guidelines & checklist of Room attendant;s trolley setting.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to know about the different sections and setting of a room attendant trolley.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	8	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Bed Making	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Bed, Mattress, Mattress protector, bedheets, blanket, crinkle sheet, pillow, pillow covers.				
	Video Clips <a href="https://www.youtube.com/watch?v=SvFaodtAdjo">https://www.youtube.com/watch?v=SvFaodtAdjo</a> <a href="https://www.youtube.com/watch?v=lswLd8Cg-asyoutube.com/watch?v=p8xUWHegltU">https://www.youtube.com/watch?v=lswLd8Cg-asyoutube.com/watch?v=p8xUWHegltU</a>				
<b>Learning outcome</b>					
	Students are familier with different types of bed, bed linen and are able to make the Bed as per SOP				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demontrate the students different types bed linen, their sizes and show them the		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students individullay will practice bed making.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and folding of linen.		Participation
10 mins	12.50- 13.00	Debriefing	Feedbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Tucking of the sheet under the mattress may not be done properly , which will give a bad look to the bed.		Students must follow the guidance/steps and techniques involved in bed making. Students have to practice more and more.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to know about the different types of bed lined and bed making procedure.			

## Lab Manual

<b>SUBJECT:</b> Accommodation Operation		<b>Manual No.</b>	9	<b>TEACHER:</b> Upasana
<b>TOPIC:</b> Bed Making (Turn Down)		<b>SEMESTER:</b>	2	<b>Time:</b> 3 hours 45 minutes
<b>Things required</b>				
Bed, Mattress, Mattress protector, bedheets, blanket, crinkle sheet, pillow, pillow covers.				
Video Clips <a href="https://www.youtube.com/watch?v=SvFaodtAdjo">https://www.youtube.com/watch?v=SvFaodtAdjo</a> <a href="https://www.youtube.com/watch?v=lsWld8Cg-asyoutube.com/watch?v=p8xUWHegltU">https://www.youtube.com/watch?v=lsWld8Cg-asyoutube.com/watch?v=p8xUWHegltU</a>				
<b>Learning outcome</b>				
Students are able to perform turn down bed making.				
<b>Methodology</b>				
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>	<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness	Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.	Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students the SOP Of turn down service.	Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students individullay will practice bed making with turn down service.	Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and folding of linen.	Participation
10 mins	12.50- 13.00	Debriefing	Feedbacks and questions from the student ends.	Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>
		While opening the bed during turndown service, All the sheets many come out which can spoil the entire med making.		Students must follow the guidelines of Turndown service. They have to practice more to give a perfect Turn down service to the guest.
<b>Analysis of the results</b>		If the practical is done properly the students will be able perform turn down bed making and know its importance.		

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	10	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of guest room.	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Bed, Mattress, Mattress protector, bedheets, blanket, crinkle sheet, pillow, pillow covers, Broom, Mop, Duster. Guest amenities.				
	<a href="https://www.youtube.com/watch?v=m3oTx5KHGIs">https://www.youtube.com/watch?v=m3oTx5KHGIs</a> <a href="https://www.youtube.com/watch?v=u9vhmrL7exE">https://www.youtube.com/watch?v=u9vhmrL7exE</a> <a href="https://www.youtube.com/watch?v=UxLoRYKTXI4">https://www.youtube.com/watch?v=UxLoRYKTXI4</a> <a href="https://www.youtube.com/watch?v=YjUrMFLdhQk">https://www.youtube.com/watch?v=YjUrMFLdhQk</a>				
<b>Learning outcome</b>					
	Students are able to clean the the vacant room with SOP.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students the room cleaning process.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising room cleaning in groups and check with checklist.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and folding of linen.		Participation
10 mins	12.50- 13.00	Debriefing	Feedbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Some part of the room may remain uncleaned.		Students have to clean the room in a proper sequence, They should clean the room in a clockwise direction to avoid discrepancies.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able perform vacant room cleaning with standard operating procedure and check with checklist. .			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	11	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Cleaning of public areas and check with checklist.	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Broom, Mop, Duster, cleaning chemicals.				
	Used recorded videos				
<b>Learning outcome</b>					
	Students are able to clean public area with SOP and check with checklist.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students the public area cleaning..		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising public area cleaning in groups.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and keeping the equipment at place..		Participation
10 mins	12.50- 13.00	Debriefing	Feedbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		During the operational hours , accidents may happen due to slippery		Students must place the sign board while cleaning the public areas.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to clean public area with standard operating procedure and check with the help of checklist.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	12	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Laundry equipment handling	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Soiled cloth, Detergent, washing machine, Iron. Iron Board.				
	Video Clips <a href="https://www.youtube.com/watch?v=pgBNVi_TbtQ">https://www.youtube.com/watch?v=pgBNVi_TbtQ</a> <a href="https://www.youtube.com/watch?v=l_oTqLq5gME">https://www.youtube.com/watch?v=l_oTqLq5gME</a>				
<b>Learning outcome</b>					
	Students are able to handle various laundry equipment and processes .				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students the laundry equipment and processes.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising laundry equipment handling in groups.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and keeping the equipment at place..		Participation
10 mins	12.50- 13.00	Debriefing	Feebbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to be taken</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Linen may get damaged while cleaning .		Students must able to handle the laundry equipment in a correct manner.	
<b>Analysis of the results</b>		If the practical is done properly the students will be able handle various laundry equipments and know its working and will be able to perform the various laundry operations.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	13	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Stain Removal	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Soiled cloth, Detergent, Stain removal chemicals.				
	Used recorded videos				
<b>Learning outcome</b>					
	Students are able to remove various common stains found in hotels.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students the various stain removal processes.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising stain removal in groups.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and keeping the equipment at place..		Participation
10 mins	12.50- 13.00	Debriefing	Feebbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Fabrics may get damaged if the proper stain removal method is not		Students must follow the proper stain removal method and should practice	
<b>Analysis of the results</b>		If the practical is done properly the students will be able to identify the stains and will be able to remove it using suitable chemicals.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	14	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Filling of forms and formats	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
	Forms and formats, pen				
	Used PPT				
<b>Learning outcome</b>					
	Students are familiar with the different types of forms and formats.				
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demonstrate the students various types of forms and formats and how to fill them.		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be practising filling up the form individually.		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and keeping the equipment at place..		Participation
10 mins	12.50- 13.00	Debriefing	Feedbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to</b>		<b>Possible Errors</b>		<b>Rectification</b>	
		Students may get confuse between different types of fotmats and		Every forms & Formats should be discussed in detail and students should	
<b>Analysis of the results</b>		If the practical is done properly the students will be familiar with the different types of forms and formats, their uses, fillings used in housekeeping.			

## Lab Manual

<b>SUBJECT:</b>	Accommodation Operation	<b>Manual No.</b>	15	<b>TEACHER:</b>	Upasana
<b>TOPIC:</b>	Flower Arrangements	<b>SEMESTER:</b>	2	<b>Time:</b>	3 hours 45 minutes
<b>Things required</b>					
Oasis, Florist Scissor, Different types of flowers and foilage, watering can, container, props, wire mesh etc.					
Used PPT & Recorded videos					
<b>Learning outcome</b>					
The students are familier with the tools and equipments used in flower arrangements and are able to do basic flower arrangement.					
<b>Methodology</b>					
<b>TIME</b>		<b>Faculty Role</b>	<b>Tasks</b>		<b>Student Role</b>
10 mins	9.20 - 9.30AM	Grooming check	Check hair, shave, nails, uniform and cleanliness		Present grooming standards
10 mins	9.30 - 9.40 AM	Briefing	Briefing the students about the days objectives and operations.		Attend briefing, Take notes
30 mins	9.40 -10.10 PM	Demonstrate	Demontrate the students various equipments and arrangements..		Listening and note making
2 hours 20 mins	10.10 - 12.30 AM	Guide the students	The students will be flower arrangements..		Participation
20 mins	12.30 - 12.50 PM	Supervise	Cleaning of the lab and keeping the equipment at place..		Participation
10 mins	12.50- 13.00	Debriefing	Feebbacks and questions from the student ends.		Participation
<b>Possible sources of error and precautions requires to be taken</b>	<b>Possible Errors</b>			<b>Rectification</b>	
	Overly mix-matching of flowers, Loose arangement of flower in the oasis			Students always have to follow the colour wheel while doing the flower arrangement. They should never cut the stem straight.	
<b>Analysis of the results</b>	If the practical is done properly the students will be able to identify the various flower arrangement equipments and should be able to do basic arrangements.				