

Lesson Number	Title of the Lesson	Skills	Activity
28A	Introduction to House keeping	Interpersonal Relations Effective Communication Creative thinking	Talk to the Housekeeper of any Establishment and note down the challenges that he/she faces every day
		Problem solving Critical Thinking	

Summary:

Every living space or commercial establishment like a house, hostel, hospital, office, club needs cleaning so that it is inviting to stay in them. Cleaning and maintenance services are known as Housekeeping. Housekeeping besides cleaning also contributes to the saving in costs of labour, cleaning materials and equipment in every establishment. The personnel involved in housekeeping must also be groomed for the job so that they maintain the mandatory standards.

Principal Points

Meaning of Housekeeping

- Process of keeping a place clean, well maintained and beautiful.
- Making the place inviting to people who live, visit or work in that place.
- To ensure that the place is usable and none of the objects for use and comfort are broken, chipped or torn.
- To ensure that all fixtures like taps, geysers, bulbs, fans, plugpoints are in good working condition.
- To make sure that there is no danger of fire due to short-circuiting.

Build your understanding

Importance of Housekeeping

- All leaks and repairs to be attended in time to avoid accidents and discomfort.
- Periodic disinfection to prevent growth of microorganisms/insects/pests.
- Ensure smooth functioning of gadgets.
- Provide a pleasant and comfortable environment to stay.

What is Important to Know

Areas of Housekeeping

Rooms & Corridors	Toilets	Linen	Furniture	Gardens	Public Areas
• Ceilings & wall paint	• Taps	• Table linen	• Sofa, tables, chairs, beds	• Plants	• Staircase
• Fans & Lights	• Sinks, toilet seats	• Towels	• Curtains	• Pots	• Corridor

• Air conditioners	• Water closet	• Bed linen	• Table Lamps	• Lawn	• Lobby
• Electric switches & sockets	• Geysers	• Blankets	• Tube lights	• Flower beds	• Conference /Seminar room
• Wiring	• Water supply	• Staff uniform	• Chandeliers	• Trees	• Waiting halls
• Windows	• Electric sockets & switches		• Bulbs	• Bushes	• Recreation rooms
• Doors	• Towels	–	–	• Hedges	• Parking area
• Glass panes	• Toilet paper	–	–	–	• Clubs
• Beds & bed making	• Toiletries	-	–	–	• Swimming pool
• Carpet		–	–	–	• Offices
• Lock & keys		–	–	–	• Common toilets

Did you know

Personnel involved in Housekeeping

1. Housekeeper

- Overall in charge
- Supervises all personnel and all aspects of housekeeping
- Responsible for ensuring cleanliness, beautification, maintenance of the premises

2. Assistant Housekeeper

- Assist the housekeeper in all his responsibilities
- If the establishment works round the clock, then more assistant housekeepers are employed

3. Control Desk Supervisor

- Communicates with the staff
- Coordinates with different departments
- Centre point of all messages, complaints
- Maintains records of work assigned
- Maintains the follow up of work done

4. Linen Storekeeper

- Responsible for storage, issue, cleanliness and maintenance of linen

5. Floor Supervisor

- Attends to a particular floor in multi-storied buildings
- Responsible for cleanliness and maintenance of the assigned floor
- Attends to all kinds of repairs

6. Public Area Supervisor

- Responsible for cleanliness and maintenance of waiting halls, lobby, conference/seminar halls, recreation rooms, parking areas, clubs, offices

7. Cloak room In-charge

- Responsible for maintenance and service of common toilets and luggage storage

8. Horticulturist

- Responsible for all the floral and plant decorations
- Upkeep of gardens

9. Skilled Workers

- Plumbers, Electricians, carpenters, painters
- Responsible for maintenance and minor repairs

Extend your Horizon

Grooming of Housekeeping Personnel

- Well dressed and clean
- Hair neatly cut or tied
- Trimmed nails
- Uniform well ironed, clean and comfortable
- Jewelry avoidable
- Light makeup for women
- Footwear without heels, noiseless and light
- Good health, no skin ailment or runny nose
- Nail biting, nose picking, leg shaking not permitted
- Bathing daily before reporting to work mandatory

Evaluate yourself

- List two reasons giving the importance of housekeeping.
- Is the role of a Control Desk Supervisor important? Give reasons to support your answer.

Maximize your marks

- Attempt all the exercises given in the lesson.
- You have been appointed as a housekeeper in a hotel. What grooming tips would you give to your workers? Mention any six.