

SKILL CERTIFICATION FOR SERVICE PROVIDERS
TRADE - HOUSEKEEPING
ORIENTATION PROGRAM - FIVE DAYS

COURSE CONTENT

- I. Pride in Nation
- II. Tourism and your role in house keeping
- III. Personal Hygiene
- IV. Work Hygiene
- V. Basic communication skills (Customer related language)
- VI. Principles of Cleaning
- VII. Understanding the use of each cleaning agent
- VIII. Understanding the use of each cleaning equipment
- IX. Storage of cleaning agents and equipment
- X. Identification of Linen and Uniforms
- XI. Types of pests and control
- XII. Fire safety measures
- XIII. First Aid & Emergencies
- XIV. Waste disposal as per environmental bye-laws
- XV. Inspection of Guest room and Public areas

Examinee will be tested for atleast three House keeping skills on sixth day.

