



COURSE NAME: Housekeeping Attendant

NSQF LEVEL: 3

REFERENCE ID: THC/Q0203

ALIGNED TO: NCO-2015/5151.0101

Brief Job Description:

The individual at cleans the internal and external areas of the property such as restrooms, offices, auditorium, lifts, utility rooms, canteen, pantry, and common areas. The individual uses manual tools to sweep, scrub, mop, wipe and dispose waste.

Personal Attributes:

The job requires the individual to have physical fitness, good moral character, pleasing deportment, healthy habits, good grooming, commitment and proficiency.

Module 1 : Introduction & Manual Preparation

- Welcome to Housekeeping Attendant Training programme
- Introduction to Tourism & Hospitality
- Job Role and Responsibilities
- Training Outcomes
- Identify housekeeping requirements procedures and resources as per areas to be cleaned
- Prepare for housekeeping activities
- Re-check preparation for carrying out housekeeping
- Basic of Computer
- Basic of Internet
- Story / Case Study Based Brain Storming Session

Assessment for Module 1

Module 2 : Manual Cleaning Techniques

- Clean floors manually
- Clean toilets and washrooms manually
- Replenish supplies in the toilets and Washroom
- Complete assigned floor and toilets & washroom cleaning duties
- Clean furniture and upholstery
- Clean vertical spaces, fittings and internal glass spaces
- Clean desktops, workstations and office area
- Basic of MS Office
- Basic of Email Writing
- Group Discussion

Assessment for Module 2



Module 3 - Maintain cleanliness

- Keep areas neat, tidy and in good order
- Maintain upkeep
- Complete assigned housekeeping duties and reporting
- Remove and segregate waste
- Clean canteen/ kitchen area
- Complete assigned housekeeping duties and reporting
- Fill up checklists and registers as per procedure
- Record escalations and unresolved problems in the log book
- Prepare reports and documents
- Basic of MS Word
- Basic of Listening Skill
- Interaction With SME

Assessment for Module 3

Module 4 : Etiquette & Hospitable Conduct

- Interact with superior
- Communicate with colleagues
- Communicate effectively with customers
- Follow behavioural, personal and telephone etiquettes
- Treat customers with high degree of respect and professionalism
- Achieve customer satisfaction
- Educate customer on specific facilities and services available for different
- categories of customers
- Provide gender and age specific services as per their unique and collective
- requirements
- Follow standard etiquette with women at workplace
- Basic of MS Excel
- Basic of Concall
- Interaction With Corporate
- Interpersonal Skill

Assessment for Module 4



Module 5 : Health & Safety

- Ensure cleanliness around workplace in hospitality and tourist areas
- Follow personal hygiene practices
- Take precautionary health measures
- Take precautionary measures to avoid work hazards
- Follow standard safety procedure
- Use safety tools or personal protective equipment
- Achieve safety standards
- Basic of MS power Point
- Basic of Video call
- Conflict Management
- Importance of Team
- Objection / Rejection Handling

Assessment for Module 5

Interaction with Subject Matter Expert

Certification