

MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION, MUMBAI

1	Name of Course	Certificate Course in Corporate House Keeping				
2	Max no. of Students	25		Course Code - 415111		
3	Duration	6 month				
4	Course Type	Full Time				
5	No. of Days per week	6 days				
6	No. of hours per day	7 Hrs				
7	Space require	Theory Class Room – 200 sqft Practical Lab – 1000 sqft Total – 1200 sqft				
8	Entry qualification	S.S.C.				
9	Objective of syllabus	To understand and maintain Interior Decoration in Office, Office Management, House Keeping Equipment, Environmental Hygiene, Pest Control, Waste Management, Safety, Management task, Restoration of Long un-used Spaces, and Computer				
10	Employment opportunities	Work as House Keeper in Corporation office of large industries.				
11	Teachers Qualification	Diploma in Business Management or Diploma in Business Administration and 1 year Experience				
12] Teaching Scheme – Training System for 6 Month						
Training System per Week						
		Theory	Practical	Total		
		12 Hours	30 Hours	42 Hours		
13] Examination Scheme –						
Sr	Paper code	Name of Subject	TH/PR	Hours	Max. Marks	Min Marks
1	41511111	Corporate House Keeping Theory	Theory – I	3 Hrs	100	35
2	41511121	Basic Information Technology	Practical - I	3 Hrs	100	50
3	41511122	Corporate House Keeping	Practical - II	6 Hrs	200	100
		Total			400	185

Corporate House Keeping Theory

Theory - I - Corporate House Keeping Theory	Practical – II - Corporate House Keeping
Introduction Basic knowledge about Corporate house keeping, corporate culture and ability. Personal development, personality, leadership, communication. Familiarize with the corporate house keeping and its importance. Types of work done in this field and tools and equipment uses. Introduction to safety equipment and their uses.	Art of house keeping and types of work done in the field of corporate house keeping. Importance about safety and precaution to be observed while handling the cleaning equipment and using of cleaning materials.
Interior Decoration Create environment to staff and visitors. Create and maintain aesthetic colour scheme. Make aesthetic and suitable arrangement of furnishing. Make necessary floor arrangements in office rooms and dining/ canteen hall. White washed- painted. Ensure proper lighting and ventilation in different office areas. Office Linen Management	Understanding different colour scheme. Selection of colours of various purposes. Acquire knowledge of types and arrangement of furnishing and their maintenance. Have knowledge of flower arrangements and their importance. Quantitative and qualitative requirement of light and ventilation.
Office Linen Management Procure linen from stores and laundry. Check proper storage of linen. To study washing and procedure of different linen in the laundry. Keep proper accounting of linen.	Acquire keen knowledge in Lines and then importance in office premises. Classification of linen. Characteristics of linen of different types. Nature of fabrics and uses. Linen selection, Procurement, storing physical facilities, required for linen rooms. Preparation Mending Security, Safety & Control. Role of good material, material management in effective linen service such as carpets, curtains, upholstery, peps try.
House Keeping Equipment: Ensure proper custody, Maintenance of all house keeping equipment. Maintenance of office equipments: Phone, Fax, Computer, A.C. Machine, Photocopier, laminating machine, hoofers, vacuum cleaners, pillar spray (electric operated) etc.	Acquire basic knowledge of different types of equipment in use:- Operational procedure of equipments, Safety measures in operation. To have working knowledge in preventive maintenance of the housekeeping equipments which includes- Maintenance Scheduling & AMC, Maintenance procedure, Fault detection, Minor repair and cleaning of high raise building.
Environmental Hygiene Check both internal and external environmental hygiene of office premises. Check overhead and underground tank, proper coverage, regular chlorination and cleaning for	Introduction of hygiene, what is hygiene and environmental hygiene. Personal Hygiene: Use of gloves, musk, cloak musk and cap. Types of environment, Factors

drinking water. Check out purifier for drinking water. Check work of staff engaged in cleaning rooms, lounges and dining hall. Make supervision/ visit periodically and assign duties to staff to assure that areas are clean and tidy.	effecting the environment in offices. Lay out, configuration work, flow of men, material and equipment in different areas. Air, water, noise, pollution, causes of pollution and their control & prevention.
Pest Control Prevention to be measured by the following pest control: - Mosquitoes, house flies, cockroaches and termite etc.	Importance of pest control. Procedure and methods of disinfectants. Schedule and duration of disinfectant.
Waste Management Supervise office waste disposal – Collection, Transportation, Disposal etc.	Introduction of waste, Classification of waste such as Solid, liquid, papers etc. Source and generation of waste. Principles of collection of waste and Precaution Transportation methods of different types of waste.
Safety On Fire, Electrical, Natural hazards. To identify fire risk area in office. Supervising fire prevention activities. Demonstration & instruction by fire department or Fire Brigade. Detect source of fire. Operate fire alarm, smoke detector. Ensure periodical fire fighting drill.	Awareness of prevailing Act. Co-ordination of maintenance department. Classification of fire in office. Basic methods of extinction of fire. Principles of working of different types of fire extinguishers. Principles of different fire fighting equipment. Awareness of tackling dangerous situation e.g. earthquake, cyclones & floods etc.
Management task Procurement of house keeping equipments related to budget, quality and availability. Plan, organize, control and monitor all housekeeping activity in hand for effective utilization of resources. Maintain various house keeping records & documents. MIS-Management information system	What is management information system (MIS). Principles of management and their applications in house keeping. Activities of MIS and maintaining records by MIS.
Restoration of Long un-used Spaces: Method to be followed by house Keeping Processes- By wearing covered dress e.g. jacket, gloves, Mask etc.; By applying disinfections spray first: By destroying all the clothes, beddings,linens etc. By cleaning all the Furniture & Fixtures by disinfects materials. By white washing & Painting walls, Doors, windows, etc.; By cleaning and sterilizing all utensils, reservoirs etc.	Check list for house keeping: Periodical checklist for maintain such as daily, weekly and monthly. Importance and safety precautions to be followed at the time of performing House Keeping procedures in sequence for Restoration of long un-used spaces occurred by closer, accident, unnatural death etc. Precautionary measures to be taken at the time of using disinfected materials.

Computer: Basic operation of computer, windows and M S Office. Practiced of Data Entry in computer	Basic Computer awareness in office management, Store on windows & M S Office.
On side Demonstration/ Industrial Training in different corporate offices/visit some renowned corporate office or organizations.	

TOOLS EQUIPMENTS & RAW MATERIALS FOR THE TRADE OF “CORPORATE HOUSEKEEPING”

Sl. No.	Description	Quantity
A) Manually operated equipment		
1	Floor cleaning brush air	10 nos.
2	Floor wiping brush	10 nos.
3	Hockey type brush	10 nos.
4	Counter brush	10 nos.
5	Ceiling brush	10 nos.
6	Glass cleaning / Wiping brush	10 nos.
7	Scrappers	10 nos.
8	Dustbins paddles	10 nos.
9	Waste paper basket	10 nos.
10	Plastic Mug	10 nos.
11	Plastic Bucket	10 nos.
12	Plastic drum	10 nos.
13	Wheel barrow	2 nos.
14	Water trolley	2 nos.
15	Ladder	2 nos.
16	Scraping pump 14 liters capacity	2 nos.
17	Spraying pump 1 liter capacity	2 nos.
18	Flit pump	5 nos.
19	Rat trapping cage	1 no.
20	Gum boots and ankle shoe	10 nos.
21	Gown, Masks & Gloves	5 nos.
22	Torch	10 nos.
23	Carborandum stone	2 nos.
24	Manual sweeping machine	1 no.

B) Power operated equipments-

25	Floor scrubbing/polishing machine	1 no.
26	Wet vacuum cleaner	1 no.
27	Dry vacuum cleaner portable	1 no.

C) Computer -

28	Pentium Core to Due Computer System 1 GB RAM, 160 GB HDD, DVD Writer Drive, 17" TFT Color Monitor, Optical Mouse, MMX Keyboard/latest model.	1 no.
29	CD for Office management	1 no.

D) Cleaning material -

Soft soap (ISI Mark)

Liquid soap

Detergent powder/liquid

Muretic Acid

Soda Ash

E) Deodorants & Disinfectant -

Phenyl – ISI marked Grade 1

Cleanzo

Naphthalene Balls

Homorols

Odonil sticks

Deodorant spray

Carbolic acid

Cresol

F) Laundry cleaning material -

Laundry detergent powder/liquid

Soda

Bleaching powder

Neal (Rabin blue)

Tenopal

G) Insecticides & Rodenticides -

Latest Insecticides & Rodenticides materials.

H) Stain Removal -

Typical stain removal materials.

I) First Aid Box

Practical - I - Basic Information Technology

A) Computer Fundamental	
1] Fundamentals Of Computer Introduction Components of PC The system Unit Front part of system Unit Back part of system Unit CPU Memory of computer Monitor Mouse, Keyboard Disk, Printer, Scanner, Modem, Video, Sound cards, Speakers	List of Practical 1. Working with Windows 2000 desktop ,start icon, taskbar, Recycle Bin, My Computer icon ,The Recycle Bin and deleted files Creating shortcuts on the desktop 2. The Windows 2000 accessories, WordPad – editing an existing document, Use of Paint – drawing tools The Calculator, Clock 3. The Windows Explorer window, concept of drives, folders and files? Folder selection techniques, Switching drives, Folder creation, Moving or copying files, Renaming, Deleting files ,and folders 4. Printing, Installing a printer driver, Setting up a printer, Default and installed printers, Controlling print queues, Viewing installed fonts, The clipboard and 'drag and drop', Basic clipboard concepts Linking vs. embedding,
2] Introduction To Windows 2000/Xp Working with window Desktop Components of window Menu bar option Starting window Getting familiar with desktop Moving from one window to another Reverting windows to its previous size Opening task bar buttons into a windows Creating shortcut of program Quitting windows	5. Moving through a Word document menu bar and drop down menus toolbars 6. Entering text into a Word 2000 document, selection techniques Deleting text 7. Font formatting keyboard shortcuts 8. Paragraph formatting Bullets and numbering 9. Page formatting What is page formatting? Page margins Page size and orientation Page breaks, Headers and footers 10. Introducing tables and columns

3] GUI Based Editing, Spreadsheets, Tables & Presentation Application Using MS Office 2000 & Open Office.Org Menus Opening, menus, Toolbars, standard toolbars, formatting toolbars & closing Quitting Document , Editing & designing your document Spreadsheets Working & Manipulating data with Excel Changing the layout Working with simple graphs Presentation Working With PowerPoint and Presentation	11. Printing within Word 2000 Print setup Printing options Print preview 12. Development of application using mail merge Mail merging addresses for envelopes Printing an addressed envelope and letter 13. Creating and using macros in a document 14. Creating and opening workbooks Entering data 15. Navigating in the worksheet Selecting items within Excel 2000 Inserting and deleting cells, rows and column Moving between worksheets, saving worksheet, workbook
4] Introduction To Internet What is Internet Equipment Required for Internet connection Sending &receiving Emails Browsing the WWW Creating own Email Account Internet chatting	16. Formatting and customizing data 17. Formulas, functions and named ranges 18. Creating, manipulating & changing the chart type 19. Printing, Page setup, Margins Sheet printing options, Printing a worksheet 20. * Preparing presentations with Microsoft Power Point. Slides and presentations, Opening an existing presentation , Saving a presentation
5] Usage of Computer System in various Domains Computer application in Offices, books publication data analysis ,accounting , investment, inventory control, graphics, database management, Instrumentation, Airline and railway ticket reservation, robotics, artificial intelligence, military, banks, design and research work, real-time, point of sale terminals, financial transaction terminals.	21. Using the AutoContent wizard ,Starting the AutoContent wizard, Selecting a presentation type within the AutoContent wizard Presentation type Presentation titles, footers and slide number 22. Creating a simple text slide, Selecting a slide layout Manipulating slide information within normal and outline view, Formatting and proofing text, Pictures and backgrounds, drawing toolbar, AutoShapes, Using clipart, Selecting objects, Grouping and un-grouping objects, The format painter
	23. Creating and running a slide show, Navigating through a slide show, Slide show transitions, Slide show timings. Animation effects 24. Microsoft Internet Explorer 5 & the Internet Connecting to the Internet The Internet Explorer program window, The on-line web tutorial Using hyper links, Responding to an email link on a web page 25. Searching the Internet, Searching the web via Microsoft Internet Explorer, Searching the Internet using Web Crawler, Searching the Internet using Yahoo, Commonly used search engines
6] Information technology for benefits of community Impact of computer on society Social responsibilities Applications of IT Impact of IT Ethics and information technology Future with information technology	26. Favorites, security & customizing Explorer Organizing Favorite web sites Customizing options – general, security, contents, connection, programs, advanced 27. * Using the Address Book Adding a new contact Creating a mailing group, Addressing a message, Finding an e-mail address 28. Using electronic mail, Starting Outlook Express Using the Outlook Express window, Changing the window layout, Reading file attachment, Taking action on message-deleting, forwarding, replying 29. Email & newsgroups, Creating and sending emails Attached files, Receiving emails, Locating and subscribing to newsgroups, Posting a message to a newsgroup 30. Chatting on internet, Understating Microsoft chat environment, Chat toolbar

List of Books

Computer Fundamental

- 1] Vikas Gupta Comdex Computer Course Kit First Dreamtech
- 2] Henry Lucas Information Technology for management 7Th Tata Mc-Graw Hills
- 3] B.Ram Computer Fundamentals Architecture and Organisation Revised 3rd New Age International Publisher

List of Tools and Equipment

A] General Class room

Sr	Name of Item	No.
1	Steel lockers 8 compartments with individual lockers (1980 x 910 x 480 mm)	4
2	Chair with writing pad	25
3	Steel almari with self 6.5' x 3' (18 gauge)	2
4	Steel table 4' x 3'	2
5	Teacher chair	2

B] For Computer Fundamental and CAD Practical

Sr	Name of Item	No.
1	Computer System P4 with accessories Complete with license OS. compatible for- to run AutoCAD 2010 and Windows 7 OS.	5+1
2	Plotter- HP Design Jet 500 latest model	1
3	Scanner	1
4	Computer table	5+2
5	Chair for computer	10+2
6	Laser Printer	1
7	M. S. Office Software	1
