

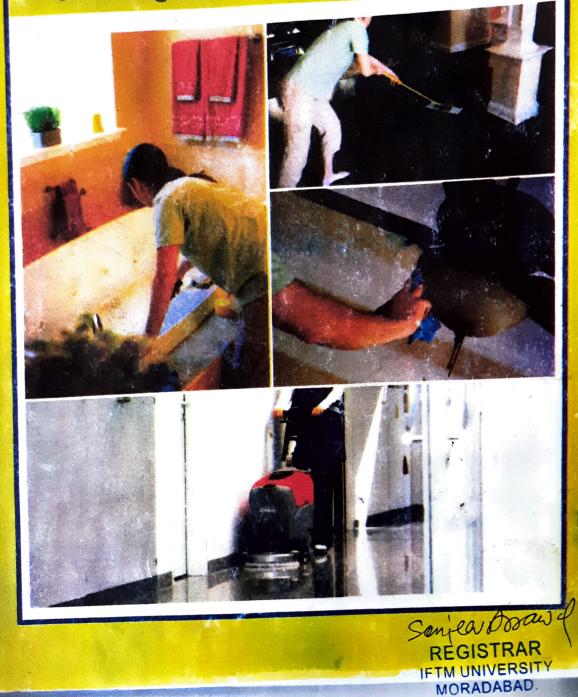
. 458

ر Uttarakhand Open University Haldwani

DAM-103

School of Tourism Hospitality and Hotel Management Diploma in Accommodation Management

Cleaning Procedures & Operations



DAM-103

CLEANING PROCEDURES AND OPERATIONS



UTTARAKHAND OPEN UNIVERSITY

SCHOOL OF TOURISM, HOSPITALITY AND HOTEL MANAGEMENT

Behind Transport Nagar, Teenpani By pass, Haldwani- 263 139 Phone No: (05946)-261122, 261123 Toll Free No.: 1800 180 4025 Fax No.: (05946)-264232, e-mail: <info@uou.ac.in> http://www.uou.ac.in

Sanjew Onaw ?

REGISTRAR IFTM UNIVERSITY MORADABAD.

Board of Studies

Prof. Vinay Kumar Pathak (Chairman) Vice-Chacellor, Uttarakhand Open University
Haldwani

.

Prof. R.C. Pandey Principal,Government Institute of Hotel Management, Dehradun

Prof. S.K.Singh Director, Amarpali Institute of Hotel Management, Haldwani

Dr. Amit Gangotia Asst. Professor- Dept. of Tourism Studies, Uttarakhand Open University, Haldwani

Prof. R.C. Mishra (Convener) Uttarakhand Open University Haldwani

Prof. S.K.Gupta HNB Garhwal University Srinagar, Garhwal

Mr. Jatashankar R Tewari Asst. Professor- Dept. of Hotel Management Uttarakhand Open University, Haldwani

Dr. Subhash Ramola Academic Consultant (Tourism), Uttarakhand Open University, Haldwani

Programme Coordinator and Editor

Mr. Jatashankar R Tewari,

Asst. Professor- Dept. of Hotel Management Uttarakhand Open University, Haldwani

	UnitNo.
Unit Written by	
Mr. Deepak Negi, Lecturer, Institute of Hotel Management, MJP Rohilkhand University, Barielly, Uttar Pradesh	1 & 2
Ms. Moushmi Banerjee, Locturer, Institute of Hotel Management, MJP Rohilkhand University, Barielly, Uttar Pradesh	8,9,11 &13
Mr. Rajendra Kumar Pant, Barielly	3,4,5,10 & 12
Mr. Hasan Asim, Lecturer, Food Craft Institute, Aligarh, Uttar Pradesh	6&7
Mr. Lalit Mohan Bhatt, Director, RIG Institute of Hotel Management, Bajpur, Udham Singh Nagar, Uttarakhand	14

13011110	: 978-93-84433-74-1	
Copyright	: Uttarakhand Open University	
Edition	: 2014 (Restricted Circulation)	

Published by: Uttarakhand Open University, Haldwani, Nainital – 263139 Printed at : M/s Shivalik Computers, Hardwar

Sanjea (brau REGISTRAR

IFTM UNIVERSITY MORADABAD.

CONTENTS

CLEANING PROCEDURES AND OPERATIONS (DAM-103)

Sr. No.	Unit Details	Page No.
1	Cleaning Concepts: Types & characteristic of good cleaning agent	1
2	Cleaning Equipments	19
3	Cleaning Methods	39
4	Care and Cleaning of Different surfaces	53
5	Cleaning Guest Room	69
6	Cleaning Agents .	84
7	Hygiene and Sanitation in Housekeeping	101
8	Introduction to Public Area	118
9	Public Area Cleaning	135
10	Evening Service	150
11,	Stain Removal	167
12	First Aid and Fire Safety	186
13	Inventories and Budgeting	204
14	Housekeeping Terminology	221

Senjew borde REGISTRAR IFTM UNIVERSITY MORADABAD.