

From:

Ms. Dhanashri S. Balo

Assistant Professor in Commerce

Vidya Prabodhini College of Commerce, Education, Computer and Management
Parvari-Goa

12th March 2022

To

The Principal

Vidya Prabodhini College of Commerce,
Education, Computer and Management Parvari-Goa

Sub: Short term certificate course on 'Room Attendant'


Respected Sir,

I the undersigned wish to organise a short term certificate course on room attendnat as it will help the individual with necessary knowledge, skills, values & attitudes to occupy key positions in house keeping department of hotel industry. The detail proposal for the course along with the list of suggested resource person is attached herewith for your reference.

Kindly do the needful.

Thanking you,

Yours faithfully.


Ms. Dhanashri S. Balo

(Assistant Professor in Commerce)

- IAC -

For scrutiny and remarks



12-03-2022

- May be conducted
A
DAAC-co-ordinator.

EVENT PROPOSAL

Event Details

Name of the Event: Short Term course - Room Attendant

Academic Year: 2021-22

Type of the Event: Course

Reach of the Event: Local

Mode of Event: Offline

Date of Event: From 19-03-2022 To 25-04-2022

No of Day(s): 60 hours course

Objectives of the Event: To provide the individual with necessary knowledge, skills, values & attitudes to occupy key positions in house keeping department of hotel industry.

Outcomes of the Event: The individual will be to provide superior customer service skills, along with the ability to efficiently complete high-quality work.

A brief write-up about your Event (in about 300 words):

Department of Commerce of Vidya Prabodhini College in association with Jan Shikshan Sansthan, Parvari-Goa will be organising a short term course on room attendant. The course will be of 60 hours. Ms. Jyoti Maurya will be the resource person of the said course.

The course will start from 19th March 2022, where students will be given practical aspects of room attendant.

Details about the external Collaborating/Associating agencies

Name of the collaborating agency: Jan Shikshan Sansthan

Address: Porvorim Goa

Nature of the Collaboration: MoU

Details of Collaboration: 0

Participants' Details

Expected number of Participants:

Local	State	National	International	Total Delegates
15	0	0	0	15



Resource Persons' Details

Name of the Resource person: Ms. Jyoti Maurya

Institutional Affiliation: Jan Shikshan Sansthan

Area of expertise(in brief): Hospitality

Any other details:

Proposed registration fee to be collected from delegates

Sr. No.	Delegates	Amt. (₹) per person
1	Student and Research Scholar	0
2	Local Delegate	0
3	National Delegate	0
4	International Delegate	0
5	Institutional Delegate	0

Proposed sources of Funds

Sr. No.	Particulars	Amount (₹)
1	Registration fee:	200
2	Sponsorship:	0
3	Support from funding agencies/ departments/ institutions:	0
	TOTAL Funds in Rupees	200

[Handwritten signature]



[Handwritten signature]

ROOM ATTENDANT

SYLLABUS / CURRICULUM

This program is aimed at training candidates for the job of "Room Attendant", in the "Tourism and Hospitality" Sector and by the end of the program aims at building the following key competencies amongst the learner:

1.Ability to appropriately identify, select and use the tools and materials required for Housekeeping room attendant	2.Ability to do basic bed making manually
3.Well-versed with safety, Hygienic and secure environment measures to be followed while working	4.Ability to keep room clean and different types of service, room linen.
5.Well aware of the report, records and prepare documentation	6.Ability to work effectively with others
7.Ability to Conduct periodic room servicing and deep cleaning, maintain area neat and clean	8. Ability in securing intellectual property rights of the company and respecting customer's copyright
9. Ability to clean Furniture Fitting and Vertical surface	10.Ability to provide janitorial service
11. Ability to Communicate with customer and colleague ,maintain standard of etiquette and hospitable conduct	12.Ability to Give a positive impression of oneself and the organization

This course encompasses 12 Out of 12 (National occupational standards (NOS) of "Room Attendant" THC/ Q0202 issued by "Hospitality Skills Development Council"

S.No	Topic/Module	Duration (in Hours)	Key Learning Outcomes	Corresponding NOS Code
1	Introduction of house keeping	3	Will come to know the basic of housekeeping	Introductory Module
2	Organization Chart of a housekeeping Department	5	Flow chart that explains housekeeping	Introductory Module
3	Layout of the housekeeping Department	4	Different layout of housekeeping	Introductory Module
4	Duties and the Responsibilities of the housekeeping	3.5	Will know the Duties & Responsibilities of house keeping	Introductory Module

Signature



S.No	Topic/Module	Duration (in Hours)	Key Learning Outcomes	Corresponding NOS Code
5	Give a positive impression on oneself and organization	3.5	Will know how to have good contact with the customer ,taking responsibilities'	THC/N9908
6	Preparing for house keeping operation	3	Will know about house keeping equipments ,will know about cleaning agents	THC/N/208
7	The Maids Cart	5	Service trolley or maids cart	
8	Bed Making	14	To know to do bed making	THC/N 0214
9	Types of service	14	Will know about the bed making	THC/N 0214
10	Linen Practices and procedure	14	To know what are the linen required for room	THC/N 0214
11	Housekeeping Manual cleaning equipment	12	Equipment require for Manual cleaning	THC/N 0210
12	Housekeeping cleaning agent	6	Cleaning agent require for different surfaces.	THC/N 0212
13	Prepare the guest room	60	<ul style="list-style-type: none"> Both room Cleaning Guest room cleaning Furniture fitting Cleaning 	THC/N 0212
14	Safety ,hygiene, waste management	5	To know about safety skills and waste management	THC/N 0217
15	Manual cleaning procedure	60	Will know how to clean manually with equipments	THC/N 0210
16	Report and record prepare documents. Fill up register and checklist Report and record prepared documents. Fill up register and checklist	5	To know about different types of records and documents.To know about preparing checklist and documents.To know about solving the issues and reporting.To know about the importance of recording and documenting	THC/N 0207
17	Conduct periodic room servicing and deep cleaning, maintain area neat and clean	32	Will know about periodic room servicing, deep cleaning	THC/NO215, THC/NO216

S.No	Topic/Module	Duration (in Hours)	Key Learning Outcomes	Corresponding NOS Code
18.	Communicate with customer and colleague, maintain standards of etiquette and hospitable conduct	10	Will know how to communicate with customer and colleague, will know about company policy, rules and regulation, will know to work as a team, will learn to take a decision, will learn to solve guest issues. Will know about personal telephone etiquette, will know about treating guest professionally. Will know how to achieve guest satisfaction, will act according to company norms, will learn to take decision. Will learn how to work as a team, will learn how to think fast.	THC/N/9901, THC/N9903
19.	Follow gender and age sensitive practice, maintain pre of the organization and customer	10	Will know to educate customers on specific facilities and services, will maintain a standard etiquette with women, will provide gender and age specific services, will know about decision making, teamwork, company policies, rules, safety, interact with guest effectively, reflective thinking. To know how to secure ipr, to know how to respect customers copyright will know what is ipr and details of ipr, company rules regulations, policy, will know about decision making and reflexive thinking. Will know how to work as a team.	THC/N/9904, THC/N9905

Total Program Duration: 269 Hours






Prabodhan Education Society's
Vidya Prabodhini College of Commerce, Education,
Computer and Management
Vidya Nagar, Alto Porvorim, Bardez, Goa

DEPARTMENT OF COMMERCE
IN ASSOCIATION WITH
JAN SHIKSHAN SANSTHAN



Organises a Course on
Room Attendant

- ❖ **Duration: 60 Hours**
- ❖ **Fees : Rs. 200 Per Student**
- ❖ **Timing : 02 Hours (2.30 pm to 4.30 pm)**
- ❖ **Certificate will be provided to each participant on the completion of the course.**



**Kindly confirm your
participation before 25th
February, 2022**

Ms. Dhanashri Siddhesh Balo
Course Coordinator
@ 8999249895

**Objective : To provide
the individual with
necessary knowledge,
skills, values & attitudes
to occupy key positions
in house keeping
department of hotel
industry.**


Dr. Bhushan V. Bhawe
Principal

Dr. Ujvala M. Hanjunker
H.O.D, Department of Commerce


NOTICE (2021 – 22)

This is to inform all the students that a Short-Term Certificate Course “Room Attendant” will be organised by the Department of Commerce of our College in association with Jan Shikshan Sansthan, Porvorim-Goa starting from 19th March, 2022 to 25th April, 2022 Between 02.00 p.m. to 05:00 p.m. in the college premises. The inaugural function is scheduled on 19th March, 2022 at 02:00 p.m. in the F.Y.B.Com. (A) classroom.

All interested students are requested to kindly take note of the same. All the interested students may register their names to Ms. Dhanashri S. Balo.


(Ms. Dhanashri S. Balo.)
Coordinator




(Dr. Bhushan V. Bhawe)
Principal

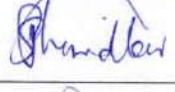
Date: 10th March, 2022

B.Com


F.Y. B.Com A 

F.Y. B.Com B 

S.Y. B.Com A 


S.Y. B.Com B 

T.Y. B.Com A 

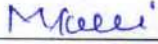
T.Y. B.Com B 

B.A.B.Ed

F.Y.B.A.B.Ed A 

F.Y.B.A.B.Ed B 


S.Y.B.A.B.Ed A 

S.Y.B.A.B.Ed B 

T.Y.B.A.B.Ed A 

T.Y.B.A.B.Ed B 

4TH.Y.B.A.B.Ed A 

4TH.Y.B.A.B.Ed B 

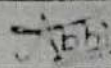
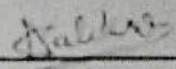
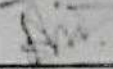
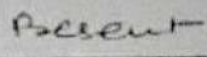
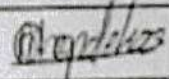
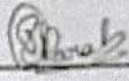
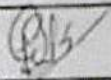
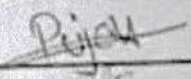


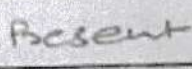
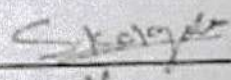


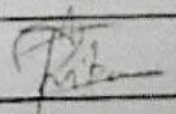
CERTIFICATE ISSUE SIGNATURE SHEET

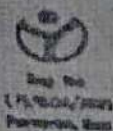
Course: Room Attendant

Centre : Porvorim

Batch No.: BCH/RMA/210057

Resource Person : Jyoti Mourya

Sr. No.	Name of the Beneficiary	Signature
1	Abhishek Ramvilas Kushwaha	
2	Aditya Guruprasad Palekar	
3	Ashwin Pandurang Salgaonkar	
4	Deepak Kumar Chaudhari	
5	Kumar Raju Rathod	—
6	Laxmikant Pramod Teli	—
7	Maithili Gurudas Chopdekar	
8	Parikrama Anil Parab	
9	Pratik Devendra Kankonkar	
10	Puja Santosh Gupta	
11	Rushikesh Ramesh Korgaonkar	
12	Sakshi Gajanan Patil	
13	Salim Abdulsab Sutgund	
14	Siddharth Vitthal Korgaonkar	
15	Sydney Peter Fernandes	
16	Vijay Sonu Maulingkar	
17	Virendra Chandrakant Desai	—
18	Pritam Ramesh Damanal	



Jan Shikshan Sansthan Goa
Scheme By- Ministry of Skill Development & Entrepreneurship
Government of India



CERTIFICATE ISSUE SIGNATURE SHEET

Course: Room Attendant

Batch No.: BCH/RMA/210057

Centre : Porvorim

Resource Person : Jyoti Mourya

Sr. No.	Name of the Beneficiary	Signature
1	Abhishek Ramvilas Kushwaha	
2	Aditya Guruprasad Palekar	
3	Ashwin Pandurang Salgaonkar	
4	Deepak Kumar Chaudhari	
5	Kumar Raju Rathod	
6	Laxmikant Pramod Teli	
7	Maithili Gurudas Chopdekar	
8	Parikrama Anil Parab	
9	Pratik Devendra Kankonkar	
10	Puja Santosh Gupta	
11	Rushikesh Ramesh Korgaonkar	
12	Sakshi Gajanan Patil	
13	Salim Abdulsab Sutgund	
14	Siddharth Vitthal Korgaonkar	
15	Sydney Peter Fernandes	
16	Vijay Sonu Maulingkar	
17	Virendra Chandrakant Desai	
18	Pritam Ramesh Damanal	



Duration: 2 hours/
day.

Short Term Course - Attendance
Room Attendant

No.	Name of the Student	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date
		21/3/22	23/3/22	25/3/22	4/4/22	6/4/22	8/4/22	11/4/22	20/4/22	22/04/22	25/4/22
1	Pandey Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	A
2	Sharma Anshu	Anshu	Anshu	Anshu	A	Anshu	Anshu	Anshu	Anshu	Anshu	A
3	Mishra Anshu	Anshu	Anshu	Anshu	Anshu	Anshu	Anshu	Anshu	Anshu	Anshu	Anshu
4	Pandey Pankaj	Pankaj	A	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	A	A
5	Singh Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	Pankaj	A	Pankaj	Pankaj	A	A
6	Sharma Anshu	A	A	A	A	A	A	A	A	A	A
7	Sharma Anshu	A	Anshu	A	A	A	A	A	A	A	A
8	Sharma Anshu	A	A	A	A	A	A	A	A	A	A
9	Pandey Pankaj	A	A	A	A	A	A	A	A	A	A
10	Sharma Anshu	A	A	A	A	A	A	A	A	A	A
11	Sharma Anshu	A	A	A	A	A	A	A	A	A	A
12	Sharma Anshu	A	A	A	A	A	A	A	A	A	A
13	Sharma Anshu	A	A	A	A	A	A	A	A	A	A
14	Sharma Anshu	A	A	A	A	A	A	A	A	A	A
15	Sharma Anshu	A	A	A	A	A	A	A	A	A	A



Signature

Duration: 2 hours
424g.

Short Term Course - Attendance
Room Attendance

No. No.	Name of the Student	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date
		2/5/22	4/5/22	9/5/2022	10/5/2022	11/5/22					
1	Pavitra Parth	<u>Pavitra</u>	<u>Pavitra</u>	<u>Pavitra</u>	A	A					
2	Sushant Karganwar	<u>Sushant</u>	<u>Sushant</u>	<u>Sushant</u>	A	<u>Sushant</u>					
3	Mahesh Chaudhary	<u>Mahesh</u>	<u>Mahesh</u>	<u>Mahesh</u>	<u>Mahesh</u>	<u>Mahesh</u>					
4	Pooja Gupta	A	<u>Pooja</u>	<u>Pooja</u>	A	A					
5	Kalika Patel	A	A	A	A	A					
6	Satish Sagar	A	A	A	A	A					
7	Deepak Choudhary	A	A	A	A	A					
8	Rashmi Karganwar	A	A	A	A	<u>Rashmi</u>					
9	Pratik Kulkarni	A	A	A	A	<u>Pratik</u>					
10	Sudhanshu Karganwar	A	<u>Sudhanshu</u>	<u>Sudhanshu</u>	A	<u>Sudhanshu</u>					
11	Abhishek Kulkarni	A	<u>Abhishek</u>	<u>Abhishek</u>	A	<u>Abhishek</u>					
12	Aditya Patel	A	A	A	A	A					
13	Pranav Choudhary	<u>Pranav</u>	A	<u>Pranav</u>	<u>Pranav</u>	<u>Pranav</u>					
14	Vijay Kulkarni	<u>Vijay</u>	A	<u>Vijay</u>	<u>Vijay</u>	<u>Vijay</u>					
15	Aditya Sagar	A	A	<u>Aditya</u>	<u>Aditya</u>	<u>Aditya</u>					



[Handwritten signature]



Certificate

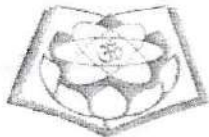
*This is to certify that Mr./Ms.
Son/Daughter/Ward of Mr./Ms. has successfully
completed the 120 days course in **Tourism & Hospitality (Room
Attendant)**, conducted by **JSS Goa, Goa** from **17/11/2021** to
17/03/2022 and has been awarded **Grade A**.
This certificate is issued on **1st April, 2022**.*



Beneficiary Code: **GAGOA2101726**
Batch Code: **BCH/RMA/210057**
System Identification Number: **221356126**

www.jss.gov.in

Director
JSS Goa
Goa



ACTIVITY REPORT

Submission Date : 25-03-2022

Course Name : B.Com.
Department Name : Commerce
Nature of the Activity : Short Term Course
Name of the Activity : Inaugural Function
Activity In-Charge : Ms. Dhanashri S. Balo
Activity Venue : F.Y.B.COM A Class
Event Date : 19-03-2022

Resource Person Details

Name : Ms. Jyoti Maurya
Organization : Jan Shikshan Sansthan, Parvari-Goa



Department of Commerce of Vidya Prabodhini College in association with Jan Shikshan Sansthan, Parvari-Goa has started short term certificate course "Room Attendant". The inaugural function of the same was held on 19th March 2022 at 2.30 pm in the college premises.

Ms. Jyoti Maurya, was the Chief Guest for the function and Shri. Shrihari Athaley, Director of Jan Shikshan Sansthan was the Guest of Honour. Ms. Jyoti Maurya, shared her experience about hotel and hospitality industry and elaborated on the benefits of room attendant. Guest of Honour, Shrihari Athaley informed the students about different schemes that they can avail with the help of this certificate course.

Dr. Ujvala Hanjunker, HOD, Department of Commerce gave the welcome address and highlighted the importance of skill based courses for future employability and self-sustainability.

The programme was attended by total 15 B.Com. students. The programme was compered by Ms. Dhanashri S. Balo, Asst. Prof. and vote of thanks was given by Ms. Parikrama Parab student of F.Y.B.Com (A).

The programme was organised by Co-ordinator Ms. Dhanashri S. Balo, Asst. Prof. in Commerce and Dr. Ujvala Hanjunker, HOD, Department of Commerce.

Principal

28/03/2022

HOD, Department of Commerce



Activity In-charge



जन शिक्षण संस्थान गोवा

JAN SHIKSHAN SANSTHAN GOA



(Established in 2001, Regd. No. 175/Goa/2001)

Working Under the aegis of:

Prabodhan Education Society,
Porvorim, Goa.

Skill India

कौशल भारत - कुशल भारत

MEMBER BY

GOVERNMENT OF INDIA

MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP

Ref.No.: 155/GOA/2023-24/9254

Date: 15/04/2023

To,

The Principal,
Vidya Prabodhini College of Commerce,
Education, Computer and Management,
Porvorim-Goa.

Subject: Organized courses in joint venture

Respected Sir/Ma'am,

Jan Shikshan Sansthan Goa in association Vidya Prabodhini College of Commerce, Education, Computer and Management, Porvorim -Goa organized the following courses for the students and community:

1. **Room Attendant:** The course will provide the individual with necessary knowledge, skills, values & attitudes to occupy key positions in housekeeping department of hotel industry. The duration of the course was from 19/03/2022 to 25/04/2022 i.e. 60 hours.
2. **Assistant Beauty Care:** the aim of this course is to help in developing the students practical skill and theoretical knowledge, professional attitudes to get success in the beauty. The duration of the course was from 19/01/2023 to 18/04/2023 i.e. 90 hours.
3. **Basics of Electrician/Technician:** This course will aim at various practical and theoretical aspects in the field of electrician/ technician. The duration of the course was from 11/03/2023 to 30/04/2023 i.e. 45 hours.

The list of students enrolled for the above courses is attached.

Thanking You,
Yours Faithfully


(Shrikari Athalye)

Director

Jan Shikshan Sansthan Goa

Director

Jan Shikshan Sansthan Goa
Porvorim - Goa







Address: JAN SHIKSHAN SANSTHAN GOA, SIE Building, IInd Floor, Behind Goa Board,
Alto-Porvorim, Goa - 403521, Ph. 0832-2416025,