



CERTIFICATE COURSE – FACILITIES MANAGEMENT

Duration – 3 months (2 months – In College & 1 Month - Internship)

Eligibility – 12th pass (minimum qualification)

Fees – Rs. 10000/-

FACILITIES MANAGEMENT (THEORY)

Teaching Scheme/Week	Examination Scheme		
	EA	CA	Total
Theory hours	Marks	Marks	Marks
02	40	10	50

Sr. No.	Topics	Theory	Practical
Module 1	Daily Operations	3	2
	Guest Room Cleaning		
	Public Area Cleaning		
	Janitorial Services		
	Guest Amenities Supply		
	Periodic Operation	1	2
	Deep Cleaning Services		
	Inventory – Guest Room Assets		
Module 2	Co-ordination with other departments		
	Front Office		
	Food & Beverage		
	Human Resource		
	Accounts		
	Security		



Module 3	Contract Services	2	3
	AMC – equipment's & other assets		
	Hygiene & Sanitation – Pest Control		
	Waste management		
Module 4	Operations & Maintenance	2	1
	Building & Infrastructure – Exterior areas, Rooftop		
	Landscape & grounds		
	Parking areas		
Module 5	Systems & Maintenance	1	
	Electricity		
	Plumbing systems – Water supply		
	HVAC		
Module 6	Asset Management	2	2
	Maintenance		
	Maintenance processes – Regular, Preventive & Breakdown		
Module 7	Safety & Security	2	4
	Safety of assets		
	Safety of Guests		
	Safety of Employees		
	Safety Training		



Module 8	Allied Services in Facility Management	2	1
	Laundry		
	Managing events		
	Business center & Secretarial services		
Module 9	Self-Presentation	1	1
	Grooming		
	Basic Professional Etiquettes		
	Customer Relationship Management		





FACILITIES MANAGEMENT (PRACTICAL)

Teaching Scheme/Week	Examination Scheme		
	EA	CA	Total
Practical hours	Marks	Marks	Marks
02	40	10	50

Sr. No.	Practical
1	Cleaning of guest rooms
2	Cleaning of public areas
3	Maintenance & upkeep of other areas – Roof-top, Gardens, Parking areas & other exterior areas
4	Maintenance of furniture & Fixtures
5	Maintenance process – Work Order Slip, Scheduled Maintenance
6	Safety procedures to follow while working
7	Handling hazardous material and equipment
8	Using ergonomic principles while working
9	Safeguarding hotel assets from employees and guests
10	Perpetual inventory of consumables
11	Fire detection & Firefighting systems
12	Handling situations – i. Guest illness ii. Death of a guest in the room
13	Handling situations – iii. Accident of a guest/ employee in the premises
14	Deep cleaning procedures
15	Monthly inventory of guest room assets
16	Personality development – Self presentation, Communication & Managing Customer Relationship