

**MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION , MUMBAI**

1	Name of the Syllabus	<b>C. C. In Facility Management (415203)</b>						
2	Max. No. of students	25 students						
3	Duration	1 year						
4	Type	Full Time						
5	No. of days / week	6 Days						
6	No. of Hours / Day	7 Hrs						
7	Space Required	Class room : 200 Sq feet Basic kitchen and Service area 300 Sq feet House keeping room						
8	Entry Qualification	S. S. C. Pass						
9	Objective of Syllabus / Introduction	To prepare candidate to assist management in various maintenance and service activities of Hotels , Malls , Societies , commercial complexes and Corporate offices.						
10	Employment opportunity	Can join on various posts in Hotels , Malls , Societies , commercial complexes and Corporate offices.						
11	Teacher's Qualification	Degree /3 yrs Diploma in Hotel management						
12	Training System	<b>Training System per week</b>						
		Theory		Practical		Total		
		12 hr.		30 hr.		42 hr.		
13	Exam. System	Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Min. Marks
		1	<b>41520311</b>	Facility Management	TH-I	3 hrs	100	35
		2	<b>41520312</b>	General Maintenance	TH-II	3 hrs	100	35
		3	<b>41520313</b>	Hospitality	TH-III	3 hrs	100	35
		4	<b>41520321</b>	Facility Management	PR-I	3 hrs	100	50
		5	<b>41520322</b>	General Maintenance	PR-II	3 hrs	100	50
		6	<b>41520323</b>	Hospitality	PR-III	3 hrs	100	50
				<b>TOTAL</b>			<b>600</b>	<b>255</b>

# SYLLABUS :- Facility Management

## Theory – I - Facility Management

### Facility Management ( TH )

#### 1 Introduction –

A. Where is it required ?

B. Introduction to various organizations where FM is required.-Malls, theaters, hospitals, corporate houses, government organizations, schools & colleges.

C. Areas maintained by Facility management services –

#. Malls and theatres ; public areas such as waiting lounge , sitting areas , theatre , booking counter , corridors and elevators , security , water supply , cloak rooms , parking , gardening and food service area .

#. Hospitals : Disposals , garbage clearing system and hygiene , public areas such as waiting lounge , sitting areas, corridors and elevators , security , water supply , cloak rooms , parking , gardening and food service area

#. Corporate houses : Disposals , garbage clearing system and hygiene , public areas such as waiting lounge , sitting areas, corridors and elevators , security , water supply , cloak rooms , parking , gardening and food service area

#. government organizations : Filing system , disposals , garbage clearing system and hygiene , public areas such as waiting lounge , sitting areas, corridors and elevators , security , water supply , cloak rooms , parking , gardening and food service area

#. Schools & colleges: Disposals , garbage clearing system and hygiene , public areas such as waiting lounge , sitting areas, corridors and elevators , security , water supply , cloak rooms , parking , gardening and food service area

#### 2. Importance :

Importance of learning facility management

A Importance of facility management for Organization

B: Importance of facility management for staff.

C. Social Importance

#### 3 Qualities required by staff :

A. Front office staff : Physical appearance , educational qualification and grooming standards .

B. Security staff : Physical appearance , educational qualification and grooming standards .

C. Housekeeping staff : Physical appearance , educational qualification and grooming standards .

D. Food & Beverage service staff : Physical appearance , educational qualification and grooming standards .

E. Food & beverage Production Staff : Physical appearance , educational qualification and grooming standards .

#### 4 Computer Fundamentals:

A. (Theory) Fundamentals of Computer

B. Notepad, paint, various accessories etc.

C Basic Window functions

D. Basic Internet (E-mail, website search etc.)

## **Practical - I - Facility Management**

### **Facility Management ( PR)**

1. Basics of computers.
  - B. Notepad, paint, various accessories etc.
  - C Basic Window functions
  - D. Basic Internet (E-mail, website search etc.)

2. Qualities required by staff
  - A. grooming standards
  - B. Communication
  - C. Telephone antiquates

3. Viva

4. Journal

## **Theory – II - General Maintenance**

### **General maintenance ( TH )**

1. Maintenance of Garden area:
  - A. Introduction to equipments used in garden.:
    - # Names of the equipments
    - # use of equipments
    - # Maintenance of equipments
  - B. General maintenance of garden area
    - # Names of various plants ( indoor & outdoor )
  - C. Introduction to various plants & pesticides for safety of plants.
    - # Names of pesticides used for plants .
    - # Care of Plants
2. Electricity Maintenance:
  - A. Safety first
  - B. Equipments & there use
  - C. Basic fixtures & repairs
3. Water Distribution & saving system :
  - A. Maintenance & cleaning of water tanks
  - B. Methods of saving water
4. Fire prevention: Introduction to various fire prevention systems
  - A. Names of fire prevention equipments and their use
  - B. Fire safety

## **Practical – II - General Maintenance**

### **General maintenance ( PR )**

1. Introduction to electrical equipments
  - A. Introduction to actual equipments used generally by electricians
  - B. Handling of equipments . Use and Importance
  - C. Safety majors
2. Introduction to fire prevention systems
  - A. Introduction to actual equipments used
  - B. Handling of equipments . Use and Importance
  - C. Safety majors
3. Garden equipments
  - A. Introduction to actual equipments used
  - B. Handling of equipments . Use and Importance
  - C. Safety majors
4. Viva
5. Journal

## **Theory – III - Hospitality**

### **Hospitality (TH )**

1. Front office & lobby Management
  - A. Hierarchy of front office staff and their duties .
  - B. Luggage. handling Check in check out & Settlement
  - C. Security & valet.
  - D. Records, forms, list etc. used for the registration, Dealing with walk–in, Information, Key rack, room rack
2. The Housekeeping Department:
  - A. Hierarchy of Housekeeping staff and their duties
  - B. Cleaning Agents & Cleaning material -cleaning of different surfaces (glass, marble, wooden etc.).
  - C. Handling the cleaning equipments
  - D. Laundry Services
3. Food & Beverage Production:
  - A : Hierarchy of food production department and their duties
  - B. Introduction Classification and Use According Aims and Objectives to Raw Materials their Function, Equipments used in kitchen, Safety precautions
  - C. Methods of cooking,
  - D. Menu planning,
  - E. Wash up area.(methods of cleaning)
  - F: Hygiene
4. Food & beverage service:
  - A. Hierarchy of F&B service and their duties
  - B. Types of Food Service Operations
  - C. Staffing & Duties and responsibilities of service staff.
  - D. Food and Beverage Service Areas and Equipments
  - E. Attributes of Food and Beverage Service Personnel.
  - F. Planning of menu & menu card, handling of canteens & dinning hall .
  - G. Cleaning Procedures.

## **Practical – III - Hospitality**

### **Hospitality ( PR )**

1. Handling Complaints, Message handling, Handling guest and hotel mail, Functions of bell desk, Handling Telephone enquiry.
2. Cleaning of Public Areas, Briefing and Scheduling of Staff, The Maid Cart, How to Enter a Room, Cleaning of Rooms & offices, Practices and Procedure for Floor Linen Room, Practices and Procedures for Linen and Uniform Room,
3. Basic recipes (breads ,rice, main course veg & n.veg, sweets)
4. Mise-en-scene, Mise-en-place, Points to be observed while laying & waiting at the table, don't do this in a service area , Taking order on KOT and use of KOT, Types of services- Silver service , A la carte, table de hote , types of buffet
5. Viva
6. Journal

### **List of Equipments**

1. F & B service equipments : A.P. spoon , A.P. fork , A.P. knife , fish knife , fish fork butter knife , steak knife , quarter plate , sweet plate , fish plate , dinner plate , water jug , ash tray , flower vase , cruet set , service table ( 3feet \* 3 feet ) , table cloth , serviettes , service tray , service spoon , service fork , entrée , water glass . tea pot , coffee pot , milk pot , sugar basin and strainer .
2. Kitchen Equipments : High pressure and low pressure burners , grill ( tava ) , food pans , Kadhai , lid , lighter ,
3. Housekeeping equipments : mops , broom , dust collectors , cleaning chemicals ,
4. Maintenance : electrician's Kit , gardener's kit , Fire fighting equipment , computer.

### **List of reference books**

1. F & B service , Sudhir Andrew's training manual
2. Housekeeping, Sudhir Andrew's training manual
3. Front office, Sudhir Andrew's training manual
4. Modern cookery VOL I . by Thangam Phillip
5. Modern cookery VOL II . by Thangam Phillip
6. Computer Basics , FYJC HSC Board .
7. F & B service by Denis Lillicrap
8. Facility Management

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