







# Participant Handbook

Sector

Tourism and Hospitality

Sub-Sector Hotels

Occupation Housekeeping

Reference ID: THC/Q0203, Version 1.0
NSQF Level 3



Housekeeping Attendant (Manual Cleaning)

### Published by



### RACHNA SAGAR PVT. LTD.

4583 / 15, Daryaganj, New Delhi - 110 002, PO Box 7226

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All Rights Reserved First Edition, July 2017 ISBN: 978-93-87320-10-9

Printed in India

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Skilling is building a better India.
If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi Prime Minister of India







# Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

TOURISM AND HOSPITALITY SKILL COUNCIL

for

### **SKILLING CONTENT: PARTICIPANT HANDBOOK**

Complying to National Occupational Standards of Job Role/ Qualification Pack: 'Housekeeping Attendant-Manual Cleaning' QP No. 'THC/Qo203 NSQF Level 3'

Date of Issuance:

May 3rd , 2016

Valid up to\*:

May 3rd , 2018

\*Valid up to the next review date of the Qualification Pack or the 'Valid up to' date mentioned above (whichever is earlier) Authorised Signatory (Tourism and Hospitality Skill Council)

### **Acknowledgements** –

Tourism and Hospitality Skill Council and Unifiers Social Ventures Pvt. Ltd. would like to express their gratitude to all the individuals and organizations who have contributed in the preparation of this participant handbook.

We would like to thank Mr Arun Nanda, Chairman of Tourism and Hospitality Skill Council for his constant guidance and support. We would also like to acknowledge the efforts put in by the THSC team, our Governing Body members along with our Industry Partners who collaborated in the preparation of the different modules. Sincere appreciation is also extended to all who provided subject matter inputs and review for the individual modules.

The preparation of this manual would not have been possible without the support of the Tourism and Hospitality Industry. The Industry feedback has been extremely encouraging from inception to conclusion & it is with their inputs that we have tried to bridge the skill gaps existing today in the Industry.

This participant manual is dedicated to all the aspiring youth who desire to achieve special skills which would be a lifelong asset for their future endeavors and help them make a bright career in the Tourism and Hospitality Sector.

### **About this book**

Travel and tourism is the largest service industry globally in terms of gross revenue and foreign exchange earnings. Also the industry serves as the largest employment generator in the world. It contributes to the economic development and also has potential to stimulate the growth of other sectors in the country.

The hospitality and tourism sector is the third-largest foreign exchange earner, accounting for 6.2% of India's GDP and 8.8% of India's total employment. The target audience for employment in the sector is composed of youngsters in the age group of 18–24 years. Typically, this target group has aspirations and is in a hurry to realise them.

However, in a consumer-centric sector, people skills are critical and can be gained only by experience of working and interacting with multiple stakeholders, such as team members and customers, on a daily basis for long time periods.

This Participant Handbook is designed to enable Theoretical and practical training to become a Housekeeping Attendant (Manual Cleaning). The Qualification Pack of Housekeeping Attendant (Manual Cleaning) includes the following National Occupational Standards which have been all covered in this Participant Handbook:

1.	Prepare for manual housekeeping	2. Manually clean floor, washrooms and rest rooms
3.	Manually clean furniture and surfaces	4. Maintain area neat and tidy
5.	Collect and dispose waste properly	6. Clean pantry and canteen area
7.	Report, record and prepare documentation	8. Communicate with customer and colleagues
9.	Maintain standards of etiquette and hospitable	10. Follow gender and age sensitive service practices
	conduct	
11.	Maintain health and hygiene	12. Maintain safety at workplace

This Participant Handbook is designed considering the minimum education qualification of Housekeeping Attendant (Manual Cleaning) to be preferably with preferably Primary Education. The Key Learning Objectives and the skills gained by the participant are defined in their respective units.

The participant will be able to perform basic cleaning of public areas and pantry by cleaning the floors, vertical surfaces, furniture fitting and dispose the garbage according to the right procedures.

We hope that this Participant Handbook will be able to provide a sound learning support to our young friends to aspire to build their career in the Tourism and Hospitality industry.

# **Symbols Used** -



**Key Learning** Outcomes







Steps





Notes



Unit Objectives

### **Table of Contents**

S.No.	Modules and Units	Page No.
1.	Introduction	1
	Unit 1.1 - Introduction	3
	Unit 1.2 - Tourism and Hospitality Sector in India	5
	Unit 1.3 - Housekeeping Services	9
	Unit 1.4 - Job Role of a Housekeeping Attendant	15
2.	Performing Housekeeping Operations Manually (THC/N0209)	21
	Unit 2.1 - Principles and Practices of Cleaning	23
	Unit 2.2 - Housekeeping Equipment, Their Usage and Maintenance	31
	Unit 2.3 - Housekeeping Consumables and Cleaning Agents	42
	Unit 2.4 - PPE - Personal Protective Equipment	47
	Unit 2.5 - Planning and Preparation for Performing the Assigned Tasks	51
	Unit 2.6 - Knowledge of Company and its Processes	55
3.	Cleaning of Floors and Areas Manually (THC/N0211)	57
	Unit 3.1 - Cleaning of Different Kinds of Floors	59
	Unit 3.2 - Cleaning of Bathroom and Public Restroom	71
	Unit 3.3 - Cleaning of Kitchen, Pantry and Canteen	91
4.	Cleaning of Furniture, Fittings and Vertical Surfaces (THC/N0213)	103
	Unit 4.1 - Cleaning of Different Types of Furniture	105
	Unit 4.2 - Cleaning of Appliances and Other Fixtures	115
	Unit 4.3 - Cleaning of Vertical Surfaces	123
5.	Maintain Area Neat and Tidy (THC/N0216)	131
	Unit 5.1 - Maintaining Public Areas Neat and Tidy	133



6.	Collect and Dispose Waste Properly (THC/N0217)			
	Unit 6.1 - Waste Disposal in Proper and Safe Way	141		
	Unit 6.2 - Waste Segregation in Proper and Safe Way	144		
7.	Report, Record and Prepare Documentation (THC/N0207)	149		
	Unit 7.1 - Reporting and Documentation of an Accident/Incident	151		
	Unit 7.2 - Reporting of Maintenance Related Problems	154		
8.	Communicate with Customer and Colleagues (THC/N9901)	159		
	Unit 8.1 - Personal and Professional Appearance and Attributes	161		
	Unit 8.2 - Communication Skills	165		
9.	Working Effectively With Others (THC/N9903)	171		
	Unit 9.1 - Working Effectively with Others	173		
	Unit 9.2 - Planning and Organising the Work	177		
10.	Gender and Age Sensitivity (THC/N9904)	181		
	Unit 10.1 - Gender and Age Sensitivity	183		
11.	Maintain a Safe, Hygienic and Secure Working Environment (THC/N9906 and THC/N9907)	189		
	Unit 11.1 - Personal Health and Hygiene	191		
	Unit 11.2 - Safety in Workplace – Identify and Deal with Hazards	195		
12.	Employability and Entrepreneurship Skills	209		
	Unit 12.1 - Personal Strengths & Value Systems	213		
	Unit 12.2 - Digital Literacy: A Recap	232		
	Unit 12.3 - Money Matters	237		
	Unit 12.4 - Preparing for Employment & Self Employment	248		
	Unit 12.5 - Understanding Entrepreneurship	257		
	Unit 12.6 - Preparing to be an Entrepreneur	284		















# 1. Introduction

Unit 1.1 - Introduction

Unit 1.2 - Tourism and Hospitality Sector in India

Unit 1.3 - Housekeeping Services

Unit 1.4 - Job Role of a Housekeeping Attendant



# ┌Key Learning Outcomes 🙄

### At the end of this module, you will:

- 1. Know the objectives of the program
- 2. Know about the tourism and hospitality sector and its sub-sectors in India
- 3. Understand the facility management service
- 4. Understand the importance of housekeeping service
- 5. Understand the job role and responsibilities of a Housekeeping Attendant

# **UNIT 1.1: Introduction**

# – Unit Objectives 🏻



### At the end of this unit, you will:

- 1. Know the overview of the training program
- 2. Understand the objectives of the training program

### 1.1.1 Introduction

This program will facilitate you to develop your knowledge and understanding of:

- Tourism and hospitality sector and its sub-sectors in India
- Roles and responsibilities of a Housekeeping Attendant
- Performing housekeeping operations manually
- Equipment and cleaning agents required to perform the tasks
- Effective waste disposal process
- Behavioural, professional, technical and communication skills required for performing your job effectively
- Maintaining a safe, hygienic and secure working environment

# -1.1.2 Objectives of the Book———

By the end of this training program, you will have basic understanding and knowledge in the following areas:

- Tourism and hospitality sector
- Housekeeping service
- Importance of your role as a Housekeeping Attendant
- Duties, roles and responsibilities of a Housekeeping Attendant
- Different areas of your work
- Core professional and technical knowledge



Fig 1.1.1 Housekeeping Attendant

After completion of this training program, you will have the skills to:

- Make clients feel well-served and comfortable
- Perform housekeeping operations manually in any facility
- Complete your tasks efficiently and deliver quality service
- Work in a safe and secure manner and adhere to safety and security guidelines
- Comply with all guidelines and policies of the organisation
- Maintain safe, hygienic and secure working environment
- Know the equipment, cleaning agents and chemicals required for completing the task
- Use and maintain equipment and cleaning agents appropriately
- Document and report any observed or known safety hazards, conditions or unsafe practices to housekeeping supervisor immediately
- Maintain better workplace relationship
- Possess the right personal qualities, attributes and hygiene for the job

Notes 🗐 -			
	 	 	<del></del>
		 	<del></del>

# **UNIT 1.2:** Tourism and Hospitality Sector in India

# -Unit Objectives 🧧



### At the end of this unit, you will be able to:

- 1. Discuss about the growth & development of tourism and hospitality industry in India
- 2. Know about sub-sectors and employment opportunities of tourism and hospitality industry
- 3. Understand the division facility management service in India

# extstyle ext

The tourism and hospitality sector is playing a very important role in the Indian economic development. It is the largest service sector in India. Over the years, this sector has been growing very fast. This sector is the second largest foreign earner in India.

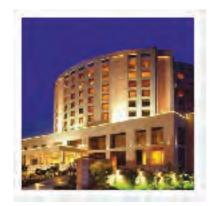
This sector is growing rapidly due to an increase in foreign tourists and domestic tourists. High growth in sectors like IT, telecom, retail and real estate are among major reasons for the increase of tourists.

The tourism and hospitality sector employs a large number of people, both skilled and unskilled. Almost 20 million people are now working in India's tourism and hospitality sector.



Fig 1.2.1 Collage of Tourism and Hospitality

The tourism and hospitality sector has been further divided into 5 sub-sectors. They are:







**Hotels** 

**Travel and tours** 

**Restaurants** 



**Facility management** 

**Cruise liners** 

Fig 1.2.2 Sub-sectors of Tourism and Hospitality Industry

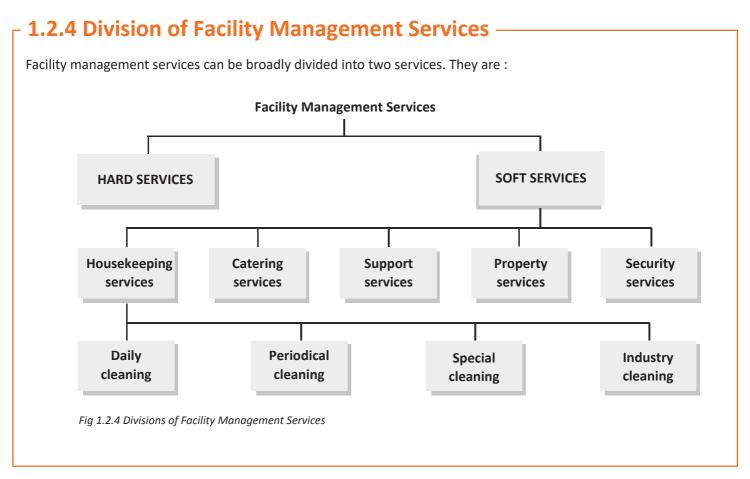
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The Indian facility management services market has been growing steadily over the years. There is an increasing demand for such services. Growth in infrastructural development, real estate, retail and hospitality sectors and health sector is responsible for the growth in facility management services.

# $_{ extsf{ iny 1.2.3}}$ What do Facility Management Services Mean $_{ extsf{ iny -}}$

Facility management services provide services to ensure functionality and maintenance an entire building or part of it. Large scale establishments take help from various different agencies for overall maintenance of the building like cleaning, housekeeping, plumbing and electrical services, etc. These large scale establishments may be offices, residential campuses, schools and colleges, hospitals, shopping malls, hotels, metro stations, airports and railway stations, etc.





Daily	Periodical	Special	Industry
cleaning	cleaning	cleaning	cleaning
<ul> <li>Exterior cleaning</li> <li>Washroom services</li> <li>Waste handling</li> </ul>	Carpet cleaning Maintenance of floors Window cleaning Road sweeping Cleaning of grounds	<ul> <li>Cleaning of fixtures and installations</li> <li>Duct and HVAC cleaning</li> <li>Height cleaning</li> <li>Laundry cleaning</li> <li>Facade and signage cleaning</li> </ul>	<ul> <li>Office cleaning</li> <li>Health care cleaning</li> <li>Industrial cleaning</li> <li>Food hygiene cleaning</li> <li>Retail cleaning</li> </ul>

# **⊢** Exercise



- 1. Tourism and hospitality sector in India is rapidly growing due to
  - a. Increase of foreign tourists
  - b. Increase of domestic tourists
  - c. Both
- 2. Facility management services are responsible for complete maintenance of a building.
  - a. True
  - b. False
- 3. Choose the correct answer and fill in the blanks -

(Washroom cleaning, Carpet cleaning, Waste disposal, Maintenance of floors)

- a. Daily cleaning .....
- b. Periodic cleaning .....

-Notes			

# **UNIT 1.3: Housekeeping Services**

# - Unit Objectives 🏻



### At the end of this unit, you will be able to:

- 1. Understand the meaning and importance of housekeeping
- 2. Understand the organisational structure of a housekeeping department

# - 1.3.1 What is Housekeeping Service -

Every facility, private or commercial has to be clean and tidyso that it makes everyone feel welcome and happy to be there. Providing services to keep a facility clean tidy and smoothly running.

In simple words, housekeeping service means:

Providing services to maintain a facility on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running.

It has a very important and essential role in any kind of establishment. This service is responsible to keep everything in a presentable and working condition.



Fig 1.3.1 Housekeeping services



# 1.3.3 Organisation Structure in Housekeeping Service

In most commercial organisations, a housekeeper does the maintenance and looking after of the facility. Depending on the size and type of organisation, there may or may not be a separate section to look after housekeeping. For example in a small office there may be a single person to look after this however in bigger establishments like hotels hospitals commercial offices clubs there is usually a group of people who looks after the housekeeping services.

This group of people who look after different aspects of the upkeep and maintenance of the premise are called the housekeeping department.

In some facilities they don't have their own housekeeping department but contract there housekeeping services to people outside who specialise in housekeeping services.

In a housekeeping department, there are different people for different tasks.

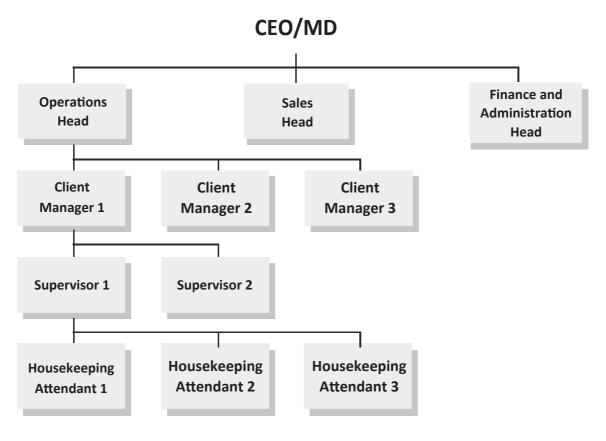
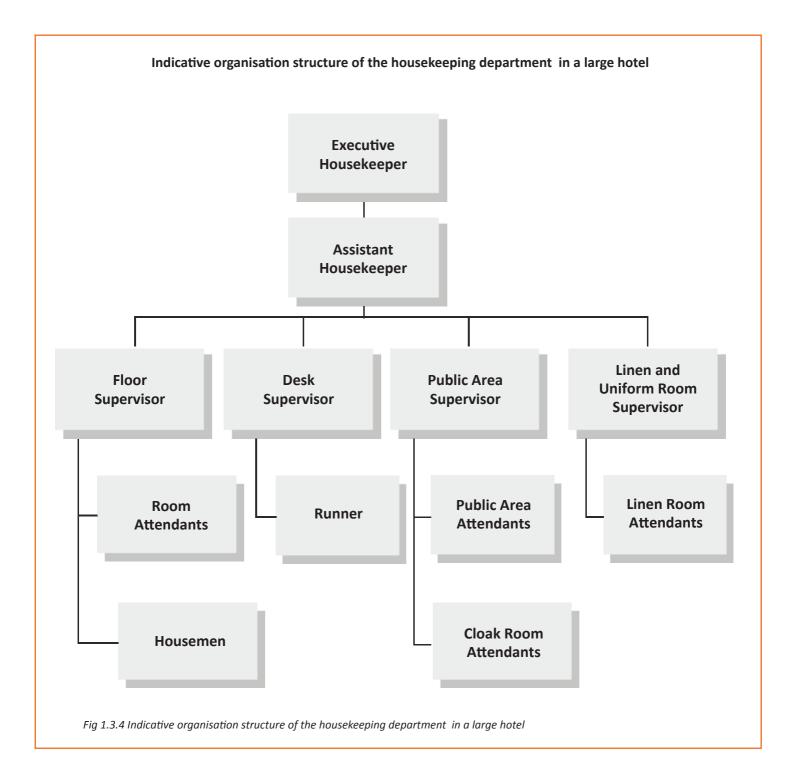


Fig 1.3.3 Indicative organization structure in the housekeeping service

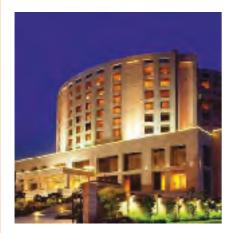


# 1.3.4 Employment Opportunities in Housekeeping Service

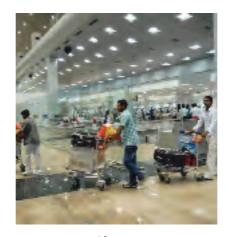
There is an increasing demand for housekeeping service. The increase in tourism in India has created many jobs in housekeeping service. An approximate 20 million people now work in India's tourism and hospitality industry. This sector offers a wide range of employment opportunities.

Also, the tourist inflow is expected to increase in future. A large number of hotel chains and several foreign companies are coming forward with their plans. Apart from tourism and hospitality sector, housekeeping service is also required in hospitals, shopping malls, offices, residential towers, factories etc.

### Housekeeping service is required in these facilities:



Hotels, Resorts etc.



Airports, Metro station, etc



Hospitals



**Factories** 



**Residential Towers** 



Offices



**Shopping Malls** 



Cineplex



Restaurants

5. .....

# Exercise 1. Housekeeping service keeps a facility neat, tidy, and clean. a. True b. False 2. Housekeeping service is not responsible to keep everything in a presentable and working condition in a facility. a. True b. False 3. The purposes of housekeeping service are a. To keep the place neat, clean and tidy b. To provide a safe and hygienic environment c. To enhance the aesthetic appeal of the place d. All of these 4. Choose the correct word and fill in the blank a. The objective of housekeeping service is to ...... the infection. (prevent/spread) b. A Housekeeping Attendant works under the supervision of ...... (housekeeping supervisor/other Housekeeping Attendant) 5. Write five facilities where you can work as a Housekeeping Attendant -1. ..... 2. ..... 3. ..... 4. .....


# **UNIT 1.4: Job Role of a Housekeeping Attendant**

# **☐ Unit Objectives**



### At the end of this unit, you will be able to:

- 1. Understand the job profile of a Housekeeping Attendant
- 2. Describe the duties and responsibilities of a Housekeeping Attendant
- 3. Know the skills required to perform your job efficiently

### 1.4.1 Who is a Housekeeping Attendant

Have you ever wondered who is responsible for that sparkling floor or that spotless window or even that absolutely clean washroom in a hotel? Well, it is the Housekeeping Attendant. It is his/her duty to create a clean, tidy, comfortable and appealing environment in the facility.

# 1.4.2 Duties and Responsibilities of a Housekeeping Attendant

What does a Housekeeping Attendant do? To know this, let's meet Prakash.

Prakash is a Housekeeping Attendant and works in a hotel.



Fig 1.4.1 Housekeeping Attendant

Here are things that Prakash does:

- He mops the floors and vacuums carpets.
- He dusts the furniture.
- He cleans the bathrooms. He puts in soap, clean towels and other supplies.
- He empties wastebaskets several times throughout the day, and transports other trash and waste to disposal areas.
- He cleans the lobby, front office, kitchen area and other common areas.
- He checks for breakages, leakages and fuse.
- Prakash along with other Housekeeping Attendant helps in cleaning up after big events that take place at the hotel, for example, weddings, parties, concerts etc.

Duties and responsibilities of Housekeeping Attendant are many ants may vary as per the type of facility he/she is working in. The Housekeeping Attendant performs his routine duties under the supervision of a housekeeping supervisor.



### A housekeeping Attendant:

- prepares the area for cleaning, and leaves the area after final check.
- reports to the housekeeping supervisor.
- cleans rooms and public areas of a facility, i.e. lounge, staircase, lifts, corridors, etc.
- sweeps and mops the floor.
- dusts the furniture and fixtures.
- empties the wastebaskets, and transports the waste to disposal areas.
- keeps the items in correct place neatly.
- cleans kitchen area, and pantry/canteen area.



- cleans the appliances, i.e. fridge, microwave, coffeemaker, t.v., telephones, computers, and etc.
- wipes down the window glasses and mirrors.
- cleans bathrooms/public restrooms.
- replenishes toiletries and other supplies as needed.



 informs housekeeping supervisor for any saftey hazards or shortage of supplies and consumables.

### A housekeeping Attendant is responsible for:



- ensuring that place is cleaned to the highest standards within set time limits.
- cleaning and sanitising bathrooms and public restrooms, sinks and other fixtures.
- making sure restrooms/bathrooms are stocked with toiletries and other supplies.
- promoting a positive image of the facility.
- working closely with other co-workers.



- working in a safe and secure manner.
- following all guidelines and policies of the organisation.
- maintaining and storing all cleaning equipments properly.
- maintaining the stock of all consumables and supplies.

- reporting any lost property, security or safety issues to housekeeping supervisor.
- demonstrating possessing the right personal qualities, attributes and hygiene for the job.
- making clients feel well-served and comfortable.

# -1.4.3 Do You Want to Be a Good Housekeeping Attendant? -

. 3
What is Prakash's work like?
Prakash works an 8 hour shift.
■ He often has to work on weekends and holidays.
■ He has to stand and walk while he works.
■ He also has to kneel and bend very much.
■ He has to push and pull things. For example, his housekeeping cart, a vacuume and furniture.
■ Sometimes he has to lift the things that can weigh up to 20 kilograms.
If you want to be a good Housekeeping Attendant, you should be physically (tick✓ the right statement):
healthy and strong
able to speak and hear
able to identify and distinguish colours
able to do frequent sitting with some walking and standing at times
able to lift weight up to 20 kg
able to use manual dexterity and gross motor skills
able to reach arms and hands in any way and kneel or crouch repeatedly
able to understand and follow instructions
You should have knowledge about (tick ✓ the right statement):
Punctuality, personal presentation and enterprise
Literacy and communication
Using and maintaining tools suitably
Waste management and other maintenance procedures
Security process
Maintaining a safe working atmosphere for all
Health and safety process
In this training program, you will be trained to have these skills and knowledge to perform your job in a efficient way.

### 1.4.4 Career Progression in Housekeeping Services -

Housekeeping attendants may become housekeeping supervisors. To grow in your career as a housekeeping supervisor you will need to first pass 10th and 12th examination from National Institute of Open Schooling, and further you can graduate from the IGNOU to become a Client Manager.

### **Career Ladder for a Housekeeping Attendant**



**Client Manager** 

**Facility/Admin Executive** 

**Housekeeping Supervisor** 

**Housekeeping Attendant** 

Fig 1.4.2 Career ladder of a Housekeeping Attendant

To make progress in your career, you will have to work hard, perform your job efficiently, and show dedication, determination and honesty towards your job.

Always remember that your role is very important in the progress and development of our country and your duty of keeping all the places clean is very significant.

# **Exercise**



- 1. Write 'Yes' in the blank before each correct statement and 'No' before each incorrect statement -
  - ...... A Housekeeping Attendant mops the floor.
  - ...... A Housekeeping Attendant prepares the food.
  - ...... A Housekeeping Attendant cleans the washroom.
  - ...... A Housekeeping Attendant reports to the housekeeping supervisor.
  - ...... A Housekeeping Attendant checks the vehicles at the entrance
    - of a building.

b. False
3. To become a good Housekeeping Attendant, you should be able to understand and follow instructions carefully.
a. True
b. False
4. Choose the correct word and fill in the blank -
a. A Housekeeping Attendant reports to
(housekeeping supervisor/client manager)
b is responsible for cleanliness of public restrooms.
(Housekeeping Attendant/sales manager)
- Notes 📋
- Notes 📃

To become a good Housekeeping Attendant you should be physically strong and fit.

a. True





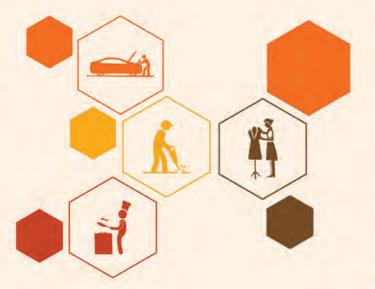






# 2. PerformingHousekeepingOperations Manually

- Unit 2.1 Principles and Practices of Cleaning
- Unit 2.2 Housekeeping Equipment, their Usage and Maintenance
- Unit 2.3 Housekeeping Consumables and Cleaning Agents
- Unit 2.4 PPE Personal Protective Equipment
- Unit 2.5 Planning and Preparation for Performing the Assigned Tasks
- Unit 2.6 Knowledge of Company and its Processes



# Key Learning Outcomes



### At the end of this module, you will be able to:

- 1. Know about cleaning and the right methods of cleaning
- 2. Know different kinds of surfaces, areas and things to be cleaned
- 3. Know different kinds of housekeeping equipment, their usage and maintenance
- 4. Know different kinds of housekeeping consumables and cleaning agents, their appropriate usage and stocking
- 5. Know personal protective equipment and their appropriate usage
- 6. Do planning and preparation to perform the housekeeping cleaning operations

# **UNIT 2.1: Principles and Practices of Cleaning**

# **Unit Objectives**



### At the end of this unit, you will be able to:

- 1. Explain what cleaning means, and why and when it is required
- 2. Explain principles of cleaning
- 3. Demonstrate correct cleaning methods and techniques
- 4. Identify areas, surfaces and things which need to be cleaned

### 2.1.1 What Does Cleaning Mean



Fig 2.1.1 Cleaning of marble floor

Look at both the pictures. Which one would you prefer - floor with stains, dirt and marks, or floor with no marks and dust? Surely your answer would be 'the right one, where floor is looking clean'. Maintaining the cleanliness of the place is the most important part of housekeeping work. It is important to understand what is cleaning and what needs to be done to do cleaning effectively.

Cleaning means: 'removal of dust, dirt, stains, marks, cobwebs, grease and other unwanted substance without any damage to the surface on which it adheres'.

In housekepping services, maintaining and keeping all areas and equipment clean and free from dirt dust and impurities is cleaning.

# 2.1.2 Why is Cleaning Required

Cleaning is required to keep all areas in surfaces free from impurities. Dirt and dust coming through doors and windows. They also coming on peoples clothes feet and baggage. Sometimes cleaning agents spill and need cleaning and sometimes other factors such as per cleaning methods, smoke or fumes soil the place. That's why cleaning is an essential function of the housekeeping department. Cleaning helps:



1. To improve and enhance the aesthetic appeal of the area

For example:

Placing the flower vase on the reception desk increases the aesthetic appeal of the lobby.

Fig 2.1.2 Aesthetic reception



For example:

Uncleaned washroom is unhygienic and favours the growth of germs which causes the foul odour. A clean odourless washroom is hygienic.

2. To maintain hygiene and reduce the risk of germs and diseases which live





Fig 2.1.4 To reduse safty and hazards

3. To maintain and preserve the condition of the fittings, fixtures and furniture to increase their lifespan

Wearing out of a surface is common during use. Cleaning reduces the room for wearing out and extends its life.

### 4. To reduce safety and fire hazards

in an unhealthy environment

For example:

Removing all the furniture and making staircase clear and dry help to prevent the safety hazards

# 2.1.3 How Often is Cleaning Required -

Based on the amount and type of soiling, different kind of cleaning is needed at differing intervals. The various cleaning frequencies are:

### **Daily cleaning**

Routine operations are done daily by a Housekeeping Attendant. This includes the cleaning of rooms and common areas, cleaning of bathrooms and toilets, cleaning of floors, dusting of furniture, etc.

### Weekly cleaning

Weekly cleaning refers to those cleaning tasks which are done once every week such as dusting under the furniture cleaning of cobwebs, polishing of metals, vacuum cleaning of upholstery, cleaning of door frames and skirting etc.

### **Periodic cleaning**

Tasks that are done once a month, once in a quarter, half yearly or once in a year are called periodic cleaning tasks. These include washing of carpets, cleaning chandeliers, polishing floors and painting walls.

### Check/clean

There are some tasks which need to be carried out multiple times in a day such as checking and emptying trays and dustbins.

Sometimes the type of cleaning and how often something should be clean is also determined by the area which needs to be cleaned. For example tables in a restaurant and public toilets need to be checked often and cleaned as per the need.

# 

There are different methods of cleaning different kinds of things. To ensure effective cleaning, Housekeeping attendant should be able to choose the right method and technique for a specific work. The surface to be cleaned and the amount and type of dirt on it will determine the technique and method of cleaning. Using the correct technique will easily remove the dirt whereas the wrong technique will not really help. For example, a curry mark on the restaurant table needs a wet wipe and not dry dusting.

### Manual methods



**Dusting** 

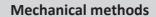
Fig 2.1.5 Different cleaning methods

### **Mechanical methods**



Suction cleaning or Vacuum cleaning

### Manual methods





Damp dusting



**Buffing** 



Sweeping



Polishing



Mopping



Burnishing



Scrubbing



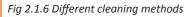
Scrubbing



Polishing



Stripping



### 2.1.5 Areas Which Need to Be Cleaned -



Building interior walls



Building exterior walls



Complex exterior floorings



**Building flooring** 



Bathrooms and washrooms



Kitchen area



Pantry/Canteen



**Swimming pool** 

Fig 2.1.7 Places where cleaning is required

# 2.1.6 Types of Surfaces to Be Cleaned –



Wood



**Plastic** 



Ceramic



Stainless steel



**Brick/Masonry** 



Stone/Marble



Glass



Concrete

Fig 2.1.8 Different types of surface to be cleaned

# **2.1.7** Things to Be Cleaned —

### **Furnishings**



Fabric



Chandelier

### Floor coverings



Carpet

### **Appliances**



Computer/Telephone

Fig 2.1.9 Different things to be cleaned



Upholstery



Wall light



Vinyl



T.V.



Curtains



Ceiling fan



Wooden



Fridge/Microwave

### 2.1.8 Always Remember -

For any kind of cleaning activity follow the basic rules of cleaning.

- All surfaces should be soil and dust free.
- After the cleaning process the surface that was being cleaned should be back to its original state.
- Use the simplest way of cleaning with the mildest cleaning agent first.
- When cleaning, wherever possible go from high to low.
- When cleaning, begin with the cleaner areas and then move to the more dirty areas. This is done to prevent the cleaner areas from getting more dirty.
- Make sure to clean first in front of you and thenmove backwards when you are polishing or wet mopping the floor.
- Wherever possible you suction cleaning in place of sweeping.
- If you have to sweep make sure you do it before dusting. Also finished testing before suction cleaning.
- Remove stains as soon as you see them.
- Many cleaning agents have chemicals. When cleaning take all safety precautions and store all equipments and cleaning agents safely and neatly.
- While cleaning stopped at the farthest end of the area and move towards the exit.

# Practical |%



Prectice cleaning any two types of surfaces. For example:

- clean wood and glass surfaces
- clean plastic and stone marble
- clean stainless steel and concrete
- clean ceramic and brick/masonry

### **Exercise**



- 1. The purpose of cleaning is to:
  - a. Maintain low level of hygiene and increase the risk of diseases
  - b. Decrease the life span of furniture, fixtures and fittings
  - c. Increase safety and fire hazards
  - d. Improve and enhance the aesthetic appeal of the area

2.	Pei	Periodic cleaning includes:			
	a.	Cleaning of rooms and common areas			
	b.	Shampooing the carpets			
	c.	Cleaning of floors			
	d.	Vacuum cleaning of upholstery			
3.	Da	ily cleaning includes			
	a.	Shampooing the carpets			
	b.	Washing of walls			
	c.	Cleaning of rooms and common areas			
	d.	Cleaning of chandeliers			
4.	We	eekly Cleaning includes			
	a.	Polishing of metals			
	b.	Dusting under the furniture			
	c.	Vacuum cleaning of upholstery			
	d.	All of the above			

Notes [			

# UNIT 2.2: Housekeeping Equipment, their Usage and Maintenance

# **Unit Objectives**



#### At the end of this unit, you will be able to:

- 1. Identify manual tools and equipments required for cleaning
- 2. Identify mechanical tools and equipments required for cleaning
- 3. Know how to take care of tools and equipments

### 2.2.1 Manual Cleaning Equipment

To keep the area clean and hygienic, various equipment and tools are used. Without proper equipment no cleaning work can be done. As the Housekeeping Attendant make a careful selection of the equipment as per the needs and suitability for use of a particular area.

Let's take a closer look at the manual and mechanical equipment you will be working with.

A variety of manual cleaning equipment is used and designed to perform certain tasks. Given here is a list and description of those commonly used.

#### **Brushes**

Brushes are mainly of three kinds.

Scrubbing brush

Hang the brush upside down when you store it.



Carpet brush: They have stiff bristles that are well spaced. These are usually used for removing litter. Example: upholstery brush, carpet brush etc. The brush must be washed and dried after use. They should be hanged upside down and stored.



**Soft bristle broom:** They have flexible bristles that are set close together. They are basically used to remove loose litter and soil. Example: tooth brush, feather brush, shoe brush, coat brush etc. The hair and dust must be removed and the brush must be washed and dried.



**Scrubbing brush:** It helps in removing heavy soiling. It is also used to remove stains. The hair and dust must be removed and the brush must be washed and dried. They should be stored hanging upside down.



**Toilet/WC brush:** This brush is used for cleaning of toilets/WC only as it is hard in nature. To clean the inside of the commode and toilet bowl, corners and edges, curved toilet brush is used. They must be stored hanging upside down and must be washed, rinsed and disinfected.



**Bottle brush:** These brushes are used for cleaning bottles, flasks etc. and also overflow vents in washbasins and shower tubs. They must be washed, rinsed and disinfected before storing them upside down.

### Broom/Jhadu

A broom is a cleaning tool consisting of stiff fibers/whisks attached to, and roughly parallel to, a cylindrical handle, the broomstick. There are mainly two types of brooms. They are:



**Hard bristle broom:** It helps in cleaning the toilets, surroundings and to also helps in removing water after the floor is washed.



**Soft bristle broom:** Remove the hair and dirt before storing the broom. Just like brushes hang them upside down as you store them

#### **Squeegees**



A squeegee is the cleaning tool with the flat, smooth and thick rubber blade. It helps to remove excess of water from the surface which is being cleaned. Window squeegee small thin and flexible andhelps to remove excess water from the windows after cleaning. After use, clean and rinse the squeegee heads remove the excess water and dry. To store, hang the squeegee.

### Mop/Pocha

A mop is like a big wipe. It is used for cleaning floors and sometimes cleaning tiled walls too. It can be used for both dry and wet cleaning. Mops comprise three parts – handle, frame and mop head. The different types of mops are:



**Dry mop or dust mop:** A dry mop is used to pick up soil, sand, dust and other lose contaminants from the floor. They have long bristles and are used on hard floors.



**Wet mop:** They are also known as round mops. There are two kinds of wet mops.

**1. Loop ended:** They are used for regular cleaning and are designed for multiple use. They come in different sizes. Their absorption and laundering ability is good.



**2. Cut ended:** These mops are not expensive but they do not last for longer period of time as they tend to unravel easily. They cannot be laundered. They are usually disposed off before their useful life has ended.



**Impregnated mops:** This kind of mops are also known as 'V sweepers' or 'scissor action sweepers'

They are used to do two things at the same time. For example a dry mob is infused with oil or polish. Such a mop if used correctly with long, continuous, even strokes can effectively remove the dust as well as polish the floor. To clean the mop remove the mop head and wash and dry it thoroughly.

For the second use it will need to be re-impregnated.



**Traditional mops:** These mops are used in those places where machines cannot operate e.g., a carpet surround.



**Damp mops:** Light soiling can be removed with the help of these mops. They are also used for application of polish. The heads of these mops are made of cotton, sponge or any fiber which is capable of absorbing moisture. The heads of the mop should be such that it can easily be removed so that it can be washed regularly in a machine, followed by drying. Replace them up as soon as it shows signs of wear and tear. When you store a damp mop make sure that there is a circulation near the mop head.



**Polish applicator mops:** These mops are used to apply polish in a more efficient way as they are oblong in shape.



**Hot Mop:** Another variation of a wet mop is the hot map. This works on a similar line as the steam iron. The mop surface is heated and water is added so that when the floor or other surfaces are mopped steam is formed. This is quite effective for cleaning and many times a cleaning agent is not needed.

### **Dusters**



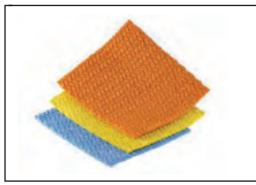
Duster help in cleaning the dust which is on the table, chair etc. They are usually made out of cotton cloth or feathers mounted on a stick.

#### Cloths

For most of dry and wet cleaning cloth is used. Different kinds of cloths are used for different purposes.



**Dusters and Dust mittens:** Dusters are used mainly for dusting services. They can be used with water as a wet wipe. Wash the duster clothes every day and drive them thoroughly to prevent dirt on clean surfaces



**Swabs and wipes:** Wet wiping and damp dusting of surfaces above floor level is done with swabs and wipes.

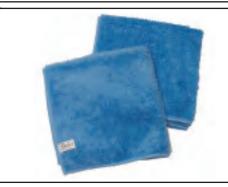
Both jobs and wash basins can also be cleaned with them. They are made of soft absorbent material and should be washed in hot soapy water to clean them thoroughly. After every use clean, rinse and dry them. Disinfect those wipes which have been used to clean sanitary



**Sponges:** are used for washing walls, glass, wood work and upholstery. They are available in various sizes and shapes. Due care is to be taken after use. Rinse with water and dry it.



**Glass cloths:** They are good for wiping glass surfaces, mirrors and drinking glasses as they do not leave lint. Take care to wash, rinse and dry them after every use.



**Microfiber cloth:** They also do not leave behind lint as they are made of polyester. They are ideal and safe to use on soft surfaces like paint and words as they are very soft. Use them with care to avoid scratches and wear and tear.



**Rags and polishing clothes:** These are small bit of clothes which are useful for applying strong cleaning agents and polish on surfaces as necessary. They are not reused and disposed off.

#### Wringer trolley



These trolleys are basically used for wringing and washing mops. They may be of metal or plastic. The one which are used with mops may have two or more sections and have a wringer device, which must be detachable as it makes cleaning easy. The larger wringer trolleys have castors, which must be kept clean and free from dust and dirt. Wringer trolleys must be colour coded as it helps in identifying for which purpose it is to be used e.g., toilets or in operating theatres. All wringer trolleys should have labels which indicates where they belong to in order to prevent them from becoming a source of contamination. After use, they must be washed thoroughly.

#### **Containers**

The housekeeping staff must be provided with appropriate containers in which they can carry, collect and store supplies and other items. This makes the work easier and increases the efficiency of work . and other items, their scope of work becomes easier and efficient. They are:



**Buckets:** Plastic buckets are in more demand as they are light in weight, easy to use and clean.

The brush can be rinsed more effectively on in a twin buckets on a low trolley. Buckets must be washed thoroughly and must be dried and then stored.



**Dustpans:** Dustpans are used for throwing away dust or dirt which is collected with the help of broom. It can be both metal or plastic. . They must be washed before storage and must be stored either suspended from a hook or on the wide edge in order to avoid damaging its flat edge.



**Hand caddies:** Cleaner boxes are used to carry supplies from the store to the area which is being cleaned and needs the supplies. It is a box with a fitted tray and a handle. In every shift the Housekeeping Attendant must top-up the hand candy with replacements.



**Dust bins:** The waste material or garbage which is collected from different areas of the premise or building is put in the dustbin

### 2.2.2 Mechanical Cleaning Equipment —

Some commonly used mechanical cleaning equipment are:

#### **Vacuum Cleaner**

A vacuum cleaner basically suck up dust and dirt, from floors. It works on both hard and soft surface.

A filtering system collect the dirt which can be disposed later.

For a vacuum cleaner to be effective use the correct attachments for the correct surfaces and sets the beater bar for the right surface as required.

#### **Scrubbing/Polishing Machines**

Scrubbing machine is used to polish the floor. It has a system of brushes (one big or many small brushes) which scrub the floor while detergent water comes out from a tank in the machine. It can also be used for shampooing carpets and cleaning curtains with suitable brushes.

#### **Carpet Sweeper**

This device is used for cleaning carpets in their place. Typically a carpet cleaner has a small box on the basis of which there are rollers and brushes connected by a belt. Besides this there is a small box for dirt. When the sweeper box is pushed along the floor the Rolling Stones and the brushes sweet dirt and dust from the carpet into the dirt box.







Fig 2.2.1 Mechenical cleaning equipment

# 2.2.3 Always Remember —

- Choose right equipment for performing your tasks effectively.
- Use them in appropriate manner.
- Clean and dry all equipment after use.
- Store them in proper and clean place.
- Report your supervisor for any damaged equipment immediately.

### - Practical



In groups make charts on a cleaning equipment, its usage, efficacy and storage. Present the chart to the class.

# **Exercise**



- 1. ..... brush is used to remove loose dirt from fixtures and appliances.
  - a. Feather
  - b. Bottle
  - c. Scrubbing
  - d. Hard

2.		is used to sweep the floor.
	a.	Soft-bristled broom
	b.	Toilet brush
	c.	Hard bristle broom
	d.	Hand brush
3.		is used to clean the windows.
	a.	Dry mop
	b.	Hand Brush
	c.	Squeegee
	d.	Swabs
4.		Mops are used for the removal of light soiling from floor or for the application of polish.
	a.	Damp
	b.	Traditional
	c.	Disposable dry
	d.	Polish applicator

<b>Notes</b>			

### **UNIT 2.3: Housekeeping Consumables and Cleaning Agents**

# **Unit Objectives**



### At the end of this unit, you will be able to:

- 1. Know about the types of cleaning agents required for housekeeping cleaning job
- 2. Take required precautions while handling cleaning agents

### 2.3.1 Types of Cleaning Agents –

The cleaning process aims to remove all dirt, dust, marks and stains from any area or surface. Surfaces can be broomed, mopped or cleaned with a vacuum cleaner according to the need. Sometimes something extra is needed for better cleaning such as cleaning agents which are usually liquids and help to lose and dirt marks stains from surfaces. Some cleaning agents are also anti bacterial and antimicrobial.

Water is the most common cleaning agent, but is not effective by itself in some areas. At such places water is used along with a commercial cleaning agent.

Different type of consumables and cleaning agents that are used in housekeeping service can be classified as:

### 1. Chemical and Agents for Cleaning

**All-purpose cleaner** — They are the cleaners which are used for cleaning stove tops, sinks and counter tops. In order to avoid damage over granite and marble counter tops you must use a product specifically designed for those material. Similarly a glass stove top requires a glass polish.

Floor cleaner — many floor cleaners or anti bacterial and antimicrobial. They remove dirt, bacteria and make the floor shine.

**Glass cleaner** — In order to clean your mirrors, windows and other glass use a streak-free formula.

**Tile and grout cleaner** — Use acid-based, scrub free solution to clean bathtub and shower tile or toilets.

Acid can eat away the tile so its better to use something mild for your tile floors. Most of the tile manufacturers suggest that loose dust and dirt must be removed through damp mopping, or by using neutral-pH cleaner only as and when necessary, such as to clean up spills, etc.

**Wood cleaner** — You must use a polish which are specially made for cleaning wooden furniture. Avoid water when cleaning wood.

**Hydrochloric acid** — This is a hot cleaner and is used mainly to clean toilets and wash-basin stains and remove clogging in washbasins and sinks.



43

**Toilet cleaner** — It is used to remove stains from toilets and tiles.

**Brasso** — It is used to polish brass products.

**Stain remover** — It is used on clothes to remove stains and dirt.

**Varnish** — Varnish varnish is the polish for wooden furniture and it also protects the wood from termites.

**Mansion polish** — This is used to polish floors.

#### 2. Disinfectants and Air Freshners

**Disinfectant** — Various disinfectants are used for cleaning toilets and floors.

**Bleaching powder** — This helps to clean moss and is useful in cleaning sewage and water tanks

**Nuvon** — An insecticide, which is sprayed to prevent mosquitoes, cockroaches, ants and flies. This is also placed in septic tanks to prevent breeding of cockroaches.

**Insecticide** — This comes in spray and in powder form to prevent cockroaches, flies and other insects.

**Naphthalene balls** — They keep away bad smells and can be put in the wash-basin drains to prevent insects from coming up the drain.

**Air freshners** — It is used in toilets or rooms to drive away odour.

#### 3. Other Consumables

**Hand tissues** — Toilet papers, Liquid soaps, Shampoo etc.



Hand tissues



Toilet paper



Liquid soap



Shampoo

Fig 2.3.2 Housekeeping cleaning agents and disinfectants

### 2.3.2 Always Remember

- Choose right agents for performing your tasks effectively.
- Use them in appropriate manner.
- Chemicals should be stored away from contact with people.
- Store chemicals away from heat and direct sunlight in a dark store room, remember to keep them away from water heaters and machines.
- Make sure that you use chemicals as per the manufacturers instructions only.
- As you use the chemical avoid reading the fumes. Keep your face a little away to prevent burns or nausea and sickness.
- Mark the bottles of cleaning agents clearly, do not use empty chemical containers for storing food.
- Be careful do not use chemicals near a flame.
- Make sure all parts if your body are protected when dealing with undiluted chemicals.
- Use personal protective equipment like gloves and safety footwear when using chemical agents.
- When you work with chemicals always be focused on your work. Even a small spill can be dangerous.
- Be careful do not splash chemical cleaning agents as it can burn the skin.
- Make sure you wash your hands thoroughly after using chemical cleaning agents.
- Never mix chemicals, such as bleach with acid toilet cleaner.
- Report any accident or incident to your supervisor immediately.

### **Practical**



In groups make charts on housekeeping cleaning agents and disinfectants. The chart should have appropriate pictures and highlight the products usage and storage.

### Exercise 2



- 1. ....is used to clean mirrors and glass windows.
  - a. Toilet cleaner
  - b. Glass cleaner
  - c. Tile and grout cleaner
  - d. Floor cleaner

	is used to clean wood furniture.
a.	All purpose cleaner
b.	Toilet cleaner
c.	Glass cleaner
d.	Wood Cleaner
	is used to prevent cockroaches, flies and mosquitoes.
a.	Insecticide
b.	Bleaching powder
c.	Naphthalene balls
d.	Air freshner
	is used to clean kitchen countertop.
a.	Glass cleaner
b.	Floor cleaner
c.	All-purpose cleaner
d.	Wood cleaner
	a. b. c. d a. b. c. c.

lotes 🗏 —			

### **UNIT 2.4: PPE - Personal Protective Equipment**

# - Unit Objectives 🥝



At the end of this unit, you will be able to:

- 1. Understand the importent and need of using PPE
- 2. Demonstrate uses of the personal protective equipment
- 3. Take care of personal protective equipment

### - 2.4.1 Types of Personal Protective Equipment

While working in a facility, every housekeeper needs to take care of several things about personal safety and also safety of guests and co-workers. To avoid certain accidents and hazards, you should take different precautions for different situations. But the most important precaution is wearing personal protective equipment. Personal Protective Equipment safeguards us from workplace hazards. Definition of Personal Protective Equipment is:

"All equipments which is intended to be worn or held by any person at work and which protects him against one or more risks to his health and safety on the workplace."

### Personal protective equipment includes:

Applicable PPE	Characteristics	Applications
Rubber gloves	Protects hands and arms from cuts and chemicals	Working with cleaning agents. Example: cleaning of bathroom, toilet, kitchen, flooring, furniture & fittings, etc. Disposing of garbage
Rubber shoes	Protects feet and legs from slipping, cuts, chemical splash	Cleaning of floors, bathroom, toilet, kitchen, canteen, etc.

Applicable PPE	Why to use	When to use
Safety helmet	Protects head and neck from impact from falling or flying objects, risk of head bumping	Working with high ladder or step ladder or working at heights.
Apron	Protects body from chemical splash	Working with cleaning agents. Example: cleaning of bathroom, toilet, kitchen, canteen, etc.
Safety glasses, spectacles and face shields	Protects eyes from chemical splash, dust, gas, and vapour	Working with cleaning agents. Example: glass cleaner
Respiratory protective equipment (RPE)	Protects lungs from dusts, gases and vapours	Working with biohazards Disposing of garbage

### 2.4.2 Maintenance of Personal Protective Equipment -

After completion of your task, all used PPE must be cleaned with warm water and soap, and kept dry.

- Do not use solvents or abrasives to clean them.
- Look after your PPE properly and store them neatly in a clean dry place when not in use.
- If your PPE is not disposable keep it clean and in good condition for reuse.
- Use your PPT well and everywhere that it is required. In case your PPT is lost, destroyed or faulty report to your supervisor immediately.

### 2.4.3 Always Remember -

#### Check PPE before using them:

- Check your PPE for defects every time you wear them.
- Are they broken, bent, or torn?
- Are the lenses scratched so that they are to see through?
- Check the elastic if it is usable what needs to be changed.
- PPE should be clean.
- Are they fitting well? Are gloves too tight or too loose?

#### When selecting PPE to minimise a risk to health and safety, you must make sure the PPE is:

- Suited to the work and associated hazards.
- Correct size and fitting and comfortable to wear.
- Well maintained and able to minimise the risk.
- Skin problems can happen due to wearing gloves for long periods. To prevent hot and sweaty skin weat inner cotton gloves.

### **Practical**



Conduct a quiz regarding the personal protective equipment in order to check the progress of the participants.

# **Exercise**



- 1. ..... protects eyes.
  - a. Safety Glasses
  - b. Apron
  - c. Respiratory protective equipment
  - d. Safety helmet
- 2. ..... protects head.
  - a. Safety Glasses
  - b. Apron
  - c. Respiratory protective equipment.
  - d. Safety helmet
- 3. .....protects feet.
  - a. Safety Glasses
  - b. Apron
  - c. Respiratory protective equipment
  - d. Rubber shoes
- 4. .....protects body.
  - a. Safety Glasses
  - b. Apron
  - c. Respiratory protective equipment
  - d. Rubber shoes

Notes 🗀 —		

# **UNIT 2.5: Planning and Preparation for Performing the Assigned Tasks**

# **Unit Objectives**



### At the end of this unit, you will be able to:

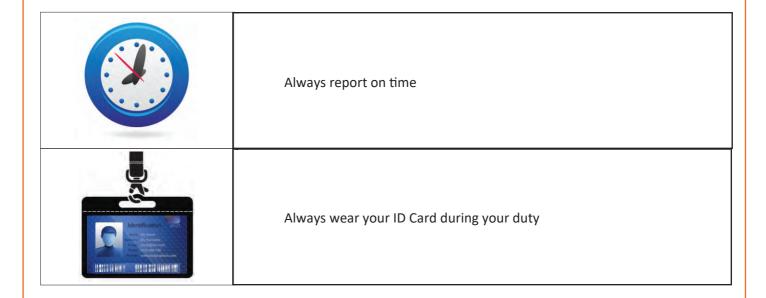
- 1. Know about the necessary procedures before and after performing the assigned tasks
- 2. Know guidelines and rules for performing your tasks

### 2.5.1 Essential Guidelines and Rules —

Some necessary preparations have to be made for performing the tasks. As a Housekeeping Attendant, you must follow necessary steps to perform the tasks, starting from your personal appearance to completing the tasks.

To maintain the standards of your organisation, a Housekeeping Attendant must follow a series of detailed procedures for cleaning. A systematic approach can save time and energy - and reduce frustration. In this respect, cleaning procedures not only ensure quality for the guest or visitor, but ensure efficiency and satisfaction for the employee performing the task.

There are certain works and guidelines to be followed by the Housekeeping Attendant as they go about their work in the area. The most essential and usual rules are -





Always punch your attendance in the Bio Metric Attendance or mark it through manual attendance



Always report on duty in clean uniform and in good health



- Always inform your supervisors if you are getting late for work or need to leave early
- Always inform your supervisor if you need to take leave due to whatsoever reason



- Always be calm and polite to the guest or visitor
- Greet them according to the time of the day



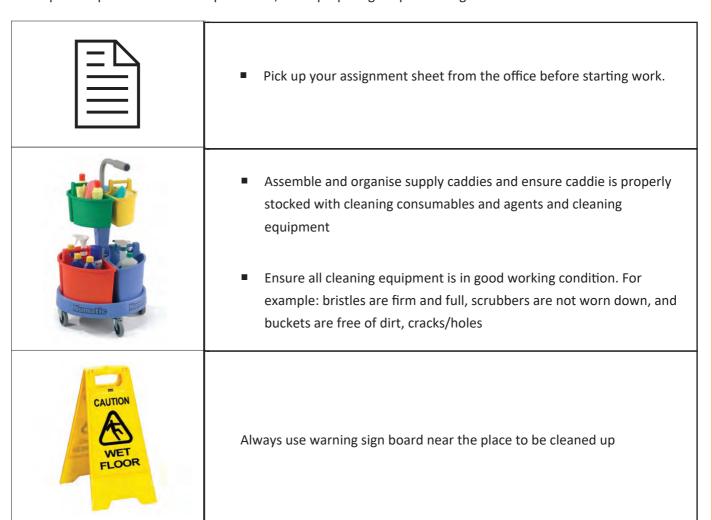
- Always knock on the door before entering to clean the toilet or guestroom
- Do not knock on the door or try to access a guestroom if the DND card is displayed on the door knob

### 2.5.2 Before and After the Tasks —

The sequence of cleaning consists of preparatory steps, actual cleaning tasks, and a final check. An important part of the cleaning process.

#### Before starting the work:

Some important points should be kept in mind, while preparing for performing the tasks:



#### After completion of assigned tasks -

Just as 'setting up and preparation for work' is important, so too is the 'closing down'.



Empty waste bags and dispose them in a proper way







- Remove fluff from brooms and brushes; wash, rinse and leave to dry
- Store upside down to avoid distorting the bristles
- Wash toilet brushes after use
- Wash mops and cleaning cloths in very hot water and neutral detergent,
   rinse thoroughly and hang to dry
- Wash and rinse mop buckets, turn upside down to dry
- Remove mop threads. Clean rollers, castors and wipe down
- Clean caddie and dry.
- Store all equipment and cleaning consumables in a proper locked store room



- Report for any damaged equipment or supply shortage to your supervisor
- Hand over Housekeeping Attendant's report to the supervisor



 Always wash your hands with soap and water before performing and after completing a cleaning task

### **Notes**



# **UNIT 2.6: Knowledge of Company and its Processes**

# **Unit Objectives**



#### At the end of this unit, you will:

- 1. Know standards, policies and procedures to be followed while working
- 2. Understand the importance of following relevant occupational health and safety requirements applicable in the work place
- 3. Know the reporting structure, inter dependent functions, and lines and procedures in the work area

### 2.6.1 Knowledge of Company and its Processes -

As a Housekeeping Attendant, some of the important company and work related matters that you should be aware of include:

- Legislations, standards, policies and procedures followed in your company
  - Every company will have certain rules and regulations to your employment terms or work responsibilities
  - These would include the dos and don'ts while discharging your job responsibilities. You should be aware of them and always follow them
  - In Hotels, there may be a protocol of dealing with guests, eg. not to ask for tips in rest rooms. You should always follow such policies
  - There might also be certain laid down standards related to the work that you do, eg. documentation etc., you should always follow them
- Relevant occupational health and safety requirements in the work place
  - Every work place has its defined health and safety norms which should always be followed. Eg. wearing the required Personal Protective Equipments (PPE) while doing certain tasks, these should always be followed without any exceptions
- Importance of working in clean and safe environment
  - A clean and safe environment is a pre-requisite for any work place and you should always be aware of it and follow all your work place rules related to it
- Own job role and responsibilities and sources of information pertaining to employment terms, entitlements, job role and responsibilities
  - Your job role and responsibilities will be clearly explained to you by your supervisor on your joining, you should always follow it
  - Your employment letter will carry all the employment terms & conditions including your entitlements such as
  - If you require any clarity on the above, you should ask your senior or talk to the concerned person in the HR department of your company

- Reporting structure, inter dependent functions, lines and procedures in the work place
  - On your joining, you will put in the designated team and you will know who your reporting supervisor is
  - Many times you will have to work in teams where you and your colleagues might be assigned a combined task, eg. in a pair to clean the fans and lights or three of you have to finish cleaning of an identified area. You should always work as you have been told, otherwise some important tasks might remain undone or not upto the mark
- Escalation matrix and procedures for reporting work and employment related problems
  - Sometimes your supervisor might be very rude or insensitive, you should be aware of when to object to something and if required, reach out to the next person to your supervisor if it concerns some misbehavior of your supervisor
  - Sometimes you might have some salary related issues, such as salary not paid as per your attendance etc, you should know who to get in touch with and politely get solutions to your problems

Notes		
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# 3. Cleaning of Floors and Areas Manually

Unit 3.1 - Cleaning of Different Kinds of Floors

Unit 3.2 - Cleaning of Bathroom and Public Restroom

Unit 3.3 - Cleaning of Kitchen, Pantry and Canteen



# r Key Learning Outcomes 🙄



### At the end of this module, you will be able to:

- 1. Perform the basic standard procedure required for daily cleaning of the different types of flooring
- 2. Perform the basic standard procedure required for daily cleaning of the bathroom and restroom
- 3. Perform the basic standard procedure required for daily cleaning of the kitchen and canteen area
- 4. Perform cleaning jobs in appropriate, systematic and safe manner

# **UNIT 3.1: Cleaning of Different Kinds of Floors**

# Unit Objectives 🥝



#### At the end of this unit, you will be able to:

- 1. Perform the basic standard procedure required for daily cleaning of the different types of flooring
- 2. Perform cleaning jobs in appropriate, systematic and safe manner

# 3.1.1 Basic Steps to be Followed While Performing a Cleaning Job



Some basic steps are required to clean all types of floors, i.e., sweeping or vacuuming, and mopping. Particular types of floors require different materials and tools. Let's know how different types of floors are cleaned.

There are certain basic steps which you must follow while performing any cleaning job. They are:

### Before starting a cleaning job



**STEP 1:** Assemble and organise supply caddies with all appropriate cleaning equipment and cleaning agents.



STEP 2: Wash your hands with soap and water thoroughly.



**STEP 3:** Put on rubber gloves and other personal protective equipment (PPE).



**STEP 4:** Place warning sign board near the place to be cleaned.

### After completing a cleaning job



**STEP 5:** Remove the warning sign.



STEP 6: When you've finised, take gloves off



**STEP 7:** Clean all used equipment and PPE properly and dry them.



**STEP 8:** Store all equipment, cleaning agents and PPE in secure and proper place.

# $_{ extsf{-}}$ 3.1.2 Cleaning of Wooden Flooring $oxedsymbol{oxdot}$





2 Bucket with wringer (one for cleaning solution, one for plain water)

Soft-bristed broom and Duster pan



Microfiber mop



Clean soft cloth



Cleaner (meant for wooden floor)



Rubber gloves and protective footewear



'Wet Floor' warning signboard

# Fig 3.1.1 Equipment and material needed

### How to clean



**STEP 1:** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc.



STEP 2: Dilute the cleaning agent in a bucket of clean water.



**STEP 3:** Dip the mop in the cleaning solution and wring it completely.



**STEP 4:** Mop the floor in the direction of wood grains.



**STEP 5:** Dip a clean soft cloth in cleaning sloution and rub it over stains to clean them.



**STEP 6:** Wring the mop dry and rub it over the wet floor to soak excess liquid off.



**STEP 7:** Clean the mop in the bucket with plain water, wring it completely and wipe the floor with it.



**STEP 8:** Buff the floor dry with microfiber mop or cloth.

# -3.1.3 Cleaning of Marble/Concrete/Vinyl/Tiled Flooring $oxdot{=}$

Duster pan





- 2 Bucket with wringer (one for cleaning solution, one for plain water)

- Wet mop with long handle



Microfiber mop



Nylon soft hand brush



Floor cleaner/ Tile cleaner



Rubber gloves and protective footewear



'Wet Floor' warning signboard

Fig 3.1.2 Equipment and material needed



STEP 1: Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc.



STEP 2: Use 20ml cleaning agent in one litre of water



**STEP 3:** Dip the mop in the cleaning solution, wring it and mop the floor.



**STEP 4:** Pour cleaning solution over stains and scrub with a nylon soft hand brush.



**STEP 5:** Wring the mop dry rub it over the wet floor to soak excess liquid off.



**STEP 6:** Clean the mop in the bucket with plain water and rinse the floor with it.



**STEP 7:** Repeat moping with clean water until residue of cleaning solution goes away



**STEP 8:** Buff the floor dry with lint-free cloth or microfiber mop

## 3.1.4 Cleaning of Glass Flooring





Fig 3.1.3 Equipment and material needed



**STEP 1:** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc.



STEP 2: Use 10ml cleaning agent in one litre of water



**STEP 3:** Moisten the sponge pad or sponge mop with the cleaning solution and scrub over glass floor gently.



**STEP 4:** Use the floor squeegee or sponge wipes/mop to the cleaning solution away.



**STEP 5:** If needed, spray the glass cleaner on sponge and rub gently on stains.



**STEP 6:** Clean the sponge in plain water, rinse the floor with it.



**STEP 7:** Wipe it dry with sponge wipes or floor sponge mop.



**STEP 8:** Use microfiber mop or cloth to remove any remaining water or residue.

# 3.1.5 Cleaning of Carpeted Floor



Clean carpet is important both for the appearance of the place and the health of the people who work there. Stains and dingy carpet can detract from a peaceful atmosphere, while allergens and dirt can contribute to health problems. There are a number of ways to clean a carpet, depending on the nature of the soil.





**STEP 1:** Pick up loose litter, i.e. hair, etc.



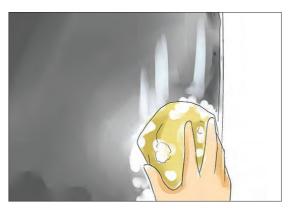
STEP 2: Sweep the carpet with a stiff brush to remove the dirt.



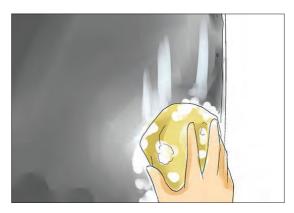
**STEP 3:** Pick all dirt using a soft-bristled broom and dust pan and dispose it properly.



**STEP 4:** For stains, the chemical is first sprayed directly on the spot, then on the cloth to blot the surface



STEP 5: After 5 to 10 minutes of rest, scrub the surface with the help of the carpet brush



**STEP 6:** Once the stain is removed sponge with plain water and allow it to air dry completely

### 3.1.6 Do's & Don'ts ————

- ✓ Brush in the direction of the nap of the carpet.
- ✓ Sweep with short quick strokes.
- ✓ Use a clean white cloth for spot cleaning. Rags may have colour which can transfer to the carpet
- ✓ Follow the directions on the cleaning product and first try it out in a discreet place.
- × Avoid scrubbing the carpet as rubbing hard and vigourously can make the stain go deeper into the carpet fibre
- **X** Be careful to not put excessive water on the carpet.

### 3.1.7 Always Remember

- 1. Mix cleaning agent in proportion as instructed by the manufacturer.
- 2. Always choose the right cleaning agent for tile flooring.
- 3. Re-soak and re-wring mop a few times during the cleaning process.
- 4. Replace the water frequently as dirty water may not be effective for cleaning. In every batch of clean water mix the cleaning solution and do the mopping.
- 5. Rub the nylon hand brush or cloth over stains with your hands to apply a more directed pressure.
- 6. Don't use oils, waxes or furniture sprays on wooden flooring.
- 7. Don't use bleach, ammonia, alkaline products or abrasive cleaners on wood.
- 8. Don't walk on the wooden floor after the cleaning for thirty minutes. Let it dry completely.
- 9. Don't use any acid based cleaning agent on marble or tiles as they can fade and dull the tiles or marble.
- 10. Don't use any abrasive or scouring pad.
- 11. Don't wash vinyl flooring with running water, otherwise water will go under the layer and it can cause creases in the flooring and mat sometimes cause the flooring to pull away.

## Practical %



Prectice cleaning any two types of flooring in groups.

Group A to clean wooden flooring

Group B to clean marble/concrete/vinyl/tiled flooring

Group C to clean glass flooring

Group D to clean carpeted floor

### **Exercise**



- 1. What should you do before starting a cleaning task?
  - a. Chat with friends
  - b. Leave for your home
  - c. Have tea and snacks
  - d. Organise and assemble supply caddies
- 2. What should you do after completing a cleaning task?
  - a. Wash your hands
  - b. Remove warning signs
  - c. Gossip with co-worker
  - d. A and C

3. To clean a floor you should:

a. Sweep the floor

b. Mop the floor

	c.	Remove the stains
	d.	All of the above
4.	Sta	ins on tiled floor should be removed with the help ofbrush
	a.	Feather
	b.	Scrubber
	c.	Floor squeegee
	d.	None of the above
- N	ot	es 🗎
-		

## **UNIT 3.2: Cleaning of Bathroom and Public Restroom**

## -Unit Objectives 🏻 🧐



### At the end of this unit, you will be able to:

- 1. Perform the basic standard procedure required for daily cleaning of the bathroom, restroom, and toilet and other fixtures.
- 2. Perform cleaning jobs in an appropriate, systematic and safe manner.

## - 3.2.1 Daily Cleaning of a Bathroom/Public Restroom $oxedsymbol{oldsymbol{oldsymbol{arepsilon}}}$



Public restrooms or not easy to keep clean as they are frequently used by multiple people daily. It is important to keep bathrooms and public restroom facilities clean and disinfected to prevent spreading of bacteria, thus making the working environment safe and hygienic for everyone.

There are certain basic steps which you must follow while performing cleaning of a bathroom and restroom. They are:

### Before starting a cleaning job



**STEP 1:** Assemble and organise supply caddies with all appropriate cleaning equipment and cleaning agents.



STEP 2: Wash your hands with soap and water thoroughly.



**STEP 3:** Put on rubber gloves and other personal protective equipment (PPE).



**STEP 4:** Place warning sign board near the place to be cleaned.

### After completing a cleaning job



**STEP 1:** Remove the warning sign.



**STEP 2:** When you've finished, take your gloves off and wash your hands.



**STEP 3:** Clean all used equipment and PPE properly and dry them.

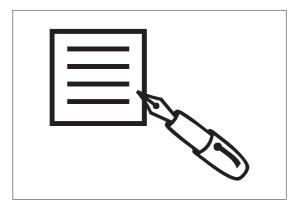


**STEP 4:** Store all equipment, cleaning agents, and PPE in secure and proper place.





STEP 1: Enter the bathroom. Open the windows and turn on the fan and lights. Start checking for functioning of all electrical and sanitary fittings & fixtures, tissue/soap dispensers, etc.



STEP 2: Make a note of the maintenance works required to be done.

Report the same immediately to the maintenance department or supervisor.



STEP 3: Empty the dustbin and clean it with disinfectant cleaner. Place a new bag in the bin.



STEP 4: Clean the W/C and urinal using toilet cleaner and a toilet brush. Clean the walls near W/C and urinal.



**STEP 5:** Clean the bath tub or shower and fixtures using disinfectant cleaner and a scrubbing brush.



**STEP 6:** Clean the walls and partition near the bath tub or shower area using a sponge



**STEP 7:** Clean wash basin, fixtures and counter top with disinfectant cleaner and a sponge.



**STEP 8:** Clean the mirror with glass cleaner and wipes or microfiber cloth.



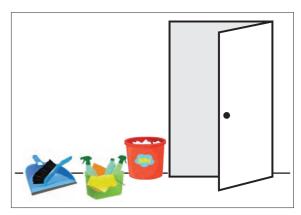
**STEP 9:** Clean the remaining walls with disinfectant cleaner, scrubbing brush and sponge.



**STEP 10:** Clean all fixtures, i.e. wall/ceiling lights, switch boards, drain grills, soap dispenser, etc. with disinfectant spray and wipes.



**STEP 11:** Replenish all bathroom supplies, i.e. toilet paper roll, tissue papers, paper towels etc.



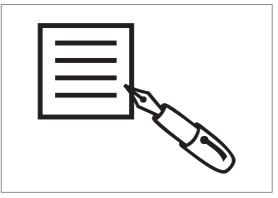
**STEP 12:** Collect all the tools, equipment, supplies, collected garbage, etc. and place them near the door.



**STEP 13:** Sweep the floor thoroughly.



**STEP 14:** Wet mop the floor.



**STEP 15:** Give a final check. Fill the washroom cleaning checklist & sign the same.



STEP 16: Turn off the lights and fan.
Close the door

## 3.2.2 Always Remember -

- Ensure you are wearing appropriate personal protective equipment.
- Work in a well-ventilated area.
- Place the warning sign board.
- Collect and dispose garbage carefully in proper way.
- Place garbage bag near the entrance in a way that it does not obstruct the traffic movement.
- Begin the cleaning job from the most soiled area to less soiled area. Work from top to bottom and in a clockwise or anti-clockwise sequence. Work from the farthest corner to the exit door.
- Mix the cleaning agents in proportion as directed by the manufacturer.
- Mix the cleaning agents in appropriate way.
- Avoid using any abrasive cleaners and cleaning pads as they may scratch the surface.
- Report to your supervisor for any maintenance work required to be done.
- Report stock shortage to your supervisor.

# $\lceil$ 3.2.3 Cleaning of W/C and Urinal $\stackrel{ ext{d}}{=}$



Purpose of cleaning W/C is to:

- A. Clean, disinfect and deodorize the W/C.
- B. Reduce the growth and spread of bacteria.



Fig 3.2.2 Equipment and material needed

### Cleaning a W/C



**STEP 1:** Remove cobwebs from ceiling using a long handles broom or duster and damp dust the area around the W/C.



STEP 2: Close the lid of W/C and flush to rinse off any loose dirt inside the W/C bowl.



**STEP 3:** Reduce the water level by pumping or pushing the water down with the help of toilet brush.



**STEP 4:** Apply toilet cleaner to the inside of the bowl. Squirt cleaner under the rim of the bowl.



**STEP 5:** Allow the cleaner to sit in the bowl for a few minutes as instructed by the manufacturer. Close the lid.



**STEP 6:** Scrub the inside of the bowl with a toilet brush.



**STEP 7:** Flush the toilet. Continue to scrub as the water drains from the toilet.



**STEP 8:** In case of stains, repeat the steps of applying toilet cleaner, allowing it to sit, scrubbing, and flushing.



**STEP 9:** Dampen a sponge in plain water and wipe around the tank, lid, seat, base and exterior of the bowl to remove dirt.



**STEP 10:** Spary disinfectant cleaner on the tank, lid, seat, base and entire exterior of the bowl.



**STEP 11:** Wipe the cleaner away with a sponge or disposable wipes, or a soft cloth.



**STEP 12:** In case of stains, spray cleaner on a soft nylon brush or sponge, scrub over stains and wipe.



**STEP 13:** Clean the flush handle thoroughly with disinfectant spray. Wipe dry.



**STEP 14:** Wipe and clean the toilet paper holder and other amenities provided in the W/C area.



**STEP 15:** Clean the surrounding section of floor. Sweep up any loose hair or debris around and behind the toilet.



**STEP 16:** Wet mop the floor.

### How to clean an urinal



**STEP 1:** Spray disinfectant cleaner on the urinal.



**STEP 2:** Scrub the entire surface inside, under the rim, water outlet area, and exterior of the urinal thoroughly.



**STEP 3:** Wipe the cleaner away with a sponge or disposable wipes, or a soft cloth.



**STEP 4:** Clean and disinfect the flush handle and other fixtures near urinal area. Wipe dry.



STEP 5: Clean the surrounding section of floor.

Sweep up any loose hair or debris around and mop the floor.



**STEP 6:** Replenish the Naphthalene balls or Sanitay cubes inside the urinal.

### 3.2.4 Always Remember-

- Wash & rinse the W/C Brush/brush inside the W/C bowl/urinal, this helps in maintaining the required hygiene standards.
- Store the W/C brush in the holder immediately after the use.
- Ensure that the brush used for cleaning of W/C or urinal does not come in contact with any other material used for cleaning purposes.
- Use separate gloves for cleaning the W/C and urinal.
- Use separate sponge/cloth/brush to clean & dry inside of the W/C & for all the other amenities including the seat cover/ lid, seat & outside of the W/C.
- To clean the outside of the toilet use disposable wipes. This keeps the risk of spreading germs low and wipes don't leave cleaner marks on the toilet.
- In case you use cloth in place of disposable wipes, wash it separately from other cloths using a disinfectant cleaning solution.
- Always choose the right cleaning agent for cleaning.
- Avoid using any abrasive cleaners and cleaning pads as they may scratch the surface.
- Report to your supervisor for any maintenance work required to be done.
- Report stock shortage to your supervisor.

# - 3.2.5 Cleaning of Washbasin, Counter and Mirror $oxedsymbol{oxedsymbol{oxed}}$



Purpose of cleaning washbasin is to:

- a. Clean, disinfect and deodorize the washbasin.
- b. Reduce the growth and spread of bacteria.



Fig 3.2.3 Equipment & material needed cleaning washbasin, counter & mirror



**STEP 1:** Remove cobwebs using a broom and damp dust the area around the washbasin. Pick loose litter, hair etc. from the counter and washbasin.



**STEP 2:** Wet the washbasin with plain water. Take disinfectant cleaner on nylon soft scrubber.



**STEP 3:** Scrub the washbasin using nylon soft scrubber.



**STEP 4:** Scrub thoroughly the counter surface, under washbasin, faucets and other fixtures.



**STEP 5:** Rinse the cleaner with plain water and sponge from all scrubbed surfaces.



**STEP 6:** Use hand squeegee to wipe the excess water from the counter



**STEP 7:** Clean the mirror before wiping dry the cleaned area. Spray the glass cleaner on mirror and wipe it dry with a microfiber cloth.



**STEP 8:** After mirror is cleaned, wipe dry all the cleaned surfaces with a microfiber cloth.



STEP 9: Wipe and clean the soap dispenser, hand drier and tissue dispenser, etc. using wipes or microfiber cloth and disinfectant spray.



STEP 10: Replenish all the supplies, i.e. tissue paper, hand soap, etc.

# 3.2.6 Cleaning of Acrylic Bath Tub or Shower



All bath tubs and showers accumulate dirt, soap scum and skin oils with each use. Frequent cleaning of bath tubs and showers maintains their shiny appearance and prevents scratches from abrasive grime particles.



Fig 3.2.4 Equipment and material needed

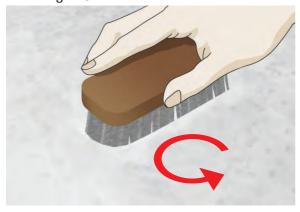
### 3.2.6.1 Cleaning of bath tub



**STEP 1:** Pick up loose dirt, i.e. hair etc. Wet the surface with plain water to loosen dirt and grime.



STEP 2: Dilute the cleaning agent in a bucket of an clean water.



**STEP 3:** Dampen a clean sponge/soft brush in the cleaning solution and rub the tub and shower walls with it in circular motion.



**STEP 4:** Clean the shower head, soap dishes, faucets, and other fixtures with microfiber cloth and disinfectant cleaner.



**STEP 5:** Wash the sponge thoroughly. Fill the bucket with fresh clean water.



**STEP 6:** Dampen the clean sponge in the water and wipe down all the surfaces to rinse off the cleaning solution.



**STEP 7:** Dry the tub or shower with a clean microfiber cloth.

### 3.2.7 Always Remember

- Never use scouring pads or other abrasive supplies, as they can cause scratches in acrylic surfaces.
- Never use cleaning agents containing alkali, or bleach as they can cause acrylic surface to crack.

## 3.2.8 Cleaning of Tiles/Stone on Walls



splashes of water build up marks on wall tiles. These water marks and other stains need to be cleaned regularly. Frequent cleaning of wall tiles maintains their shiny appearance and prevents scratches.



Fig 3.2.5 Equipment and material needed



**STEP 1:** Remove cobwebs using a broom.



**STEP 2:** For daily cleaning, spray disinfectant cleaner on walls and wipe dry.



**STEP 3:** For deep cleaning, wet the wall tiles with plain water using a sponge to remove any loose dirt.



**STEP 4:** Dilute tile cleaner liquid in a bucket of plain water.



**STEP 5:** Dip a sponge in the cleaning solution and scrub the wall tiles. Use nylon soft brush to remove stains.



**STEP 6:** Rinse the wall tiles with plain water and wipe with a sponge.



STEP 7: Wipe dry the wall tiles with a microfiber cloth.

## 

- Replace the water frequently as dirty water may not be effective for cleaning. In every batch of clean water mix the cleaning solution and do the mopping.
- Don't use any acid based cleaning agent. Don't use any abrasive or scouring pad.

## 3.2.10 Cleaning of Floor



#### Remember:

- Before you start wet mopping of the floor surface, replenish all supplies as per the standards prescribed on the site.
- Collect all the cleaning tools, balance supplies, etc. and keep them near the entry/exit of the washroom while you prepare for wet mopping the floor surface.



Fig 3.2.6 Equipment and material needed

IN PROGRESS



Pick up loose litter, i.e. hair.



STEP 1: Sweep the floor with a soft-bristled broom. STEP 2: Dilute tile cleaner liquid in a bucket of plain water.



**STEP 3:** Dip the mop in the cleaning solution, wring it and mop the floor.



STEP 4: Pour cleaning solution over stains and scrub with a nylon soft hand brush.



STEP 5: Wring the mop dry and rub it over the wet floor to soak excess liquid off.



STEP 6: Clean the mop in the bucket with plain water and rinse the floor with it.



STEP 7: Buff the floor dry with lint-free cloth or microfiber mop.

### -3.2.11 Always Remember -

■ Replace the water frequently as dirty water may not be effective for cleaning. In every batch of clean water mix the cleaning solution and do the mopping. Don't use any acid based cleaning agent. Don't use any abrasive or scouring pad.

## – Practical 🏻



Prectice cleaning different areas. For example:

Clean the W/C and urinals, clean the urinals, clean washbasin, counter and mirror, clean acrylic bath tub or shower and clean tiles/stones on walls

## Exercise 2



- 1. What are the equipment required to clean the W/C and urinal?
  - a. Toilet Scrub
  - b. Toilet Cleaner
  - c. Sponge
  - d. All of the above
- 2. To clean the tiles on the wall, a Housekeeping Attendant should:
  - a. Scrub the tiles with cleaning solution
  - b. Rinse and dry tiles after scrubbing
  - c. None of the above
  - d. All of the above
- 3. To clean the floor you should:
  - a. Mop the floor
  - b. Sweep the floor
  - c. Scrub over the stains
  - d. All of the above

## **UNIT 3.3: Cleaning of Kitchen, Pantry and Canteen**

## Unit Objectives



#### At the end of this unit, you will be able to:

- 1. Perform the basic standard procedure required for daily cleaning of the kitchen and pantry.
- 2. Perform cleaning jobs in appropriate, systematic and safe manner.

### 3.3.1 Basic steps to Be Followed While Performing a Cleaning Job -

A kitchen is made up of several sections where various tasks are completed. The sinks, counters, ovens, stoves, tables, grills, fryers, and floors are some of the parts of the kitchen that should be cleaned and maintained daily.

There are some basic procedures for cleaning a kitchen:

### Before the cleaning job

- 1. Collect all appropriate cleaning equipment and cleaning agents.
- 2. Place the "Cleaning in Progress" sign where the cleaning job is being performed.
- 3. Wash your hands with soap and water thoroughly.
- 4. Put on rubber gloves and other personal protective equipment.

### After the cleaning job

- 5. When you've finished, take your gloves off and wash your hands as a precaution against the spread of bacteria.
- 6. Remove the warning sign board.
- 7. Clean all used equipment and PPE, dry and store for future use.



## -3.3.2 Cleaning of a Countertop lacksquare

Countertops are probably the busiest areas in the kitchen because they are where we do eveything from preparing food and organising dishes to working with cooking gadgets and putting down groceries and supplies. Let's learn how to keep a kitchen counter tops clean and germ-free.



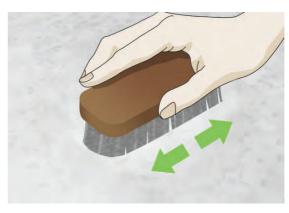
**STEP 1:** Wipe off surface dirt, dust, crumbs and leftover food particles with moist sponge or soft cloth.



**STEP 2:** Dilute the cleaning agent into the plain water.



**STEP 3:** Dip a soft sponge in cleaning solution to moisten the surface.



**STEP 4:** Allow the cleaning solution stand for a few minutes to loosen stubborn dirt and scrub the surface using a soft nylon brush.



**STEP 5:** Rinse the surface using sponge or wipes and clean water.



**STEP 6:** Wipe dry with a clean microfiber cloth.

# $\lceil$ 3.3.3 Cleaning of a Gas/Electrical Cook Top and Vent Hood $oxedsymbol{oxed}$





STEP 1: Take off grates, griddles, and other removable parts.



**STEP 2:** Wash grates in hot water and cleaner. Dry thoroughly before replacing.



**STEP 3:** Clear any blockages with a pin or paper



STEP 4: Soak a sponge in solution, and place over the spill for a few minutes. Remove buildup with a rubber scraper.



**STEP 5:** Use a damp sponge to wipe the surface clean.



**STEP 6:** Remove knobs, wash with warm water and cleaner and dry.



**STEP 7:** Using a cotton or microfiber cloth, wipe the stove top dry.



**STEP 8:** Electric Stove Tops: Remove the coils and reflector bowls. Wipe coils with a damp sponge.



STEP 9: Clean reflector bowls with hot water and a mild cleanser.



STEP 10: Open the stove top and wipe with a damp sponge.

# -3.3.4 Cleaning of a Vent Hood $\Box$





**STEP 1:** Use a cloth to moisten with cleaner to clean the outside of the vent hood.

**STEP 2:** Wash away the suds with a damp sponge.

STEP 3: Wipe dry with a dry microfiber cloth.

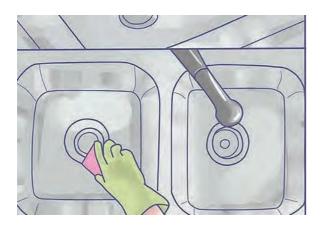
STEP 4: Remove the vent filters and soak them in cleaning solution. Gently scrub to clean and let them dry thoroughly before putting them back.

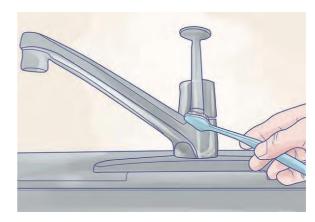
## 3.3.5 Cleaning of a Counter Top -

- Use a scouring pad on non-coated grates; for coated ones, use a soft sponge.
- Be sure the sponge is not sopping; excess water can damage the igniter.
- On a glass or ceramic cook top, use a damp cloth.
- Do not soak knobs in water or use a cleaner that contains ammonia or abrasives, as these components will wash away the markings on the knobs.
- Switch off electrical stove/chimney before cleaning it.

## 3.3.6 Cleaning of a Sink







- **STEP 1:** Wet the sink with plain water.
- STEP 2: Pour some cleaning agent on sponge and wipe the sink with it.
- STEP 3: Allow the cleaning agent to stand for a few minutes to loosen dirt but don't let it dry.
- STEP 4: Scrub the surface with same sponge or soft nylon brush.
- **STEP 5:** Rinse the surface using sponge and clean water.

- STEP 6: Make sure to rinse along the edge of the basin as well.
- **STEP 7:** Wipe the faucets with soft sponge and cleaning solution.
- STEP 8: Clean crevices around the faucet with a soft tooth brush dipped in the cleaning solution. Buff out any water spots left behind with a dry cloth.
- **STEP 9:** Wipe dry the sink with a clean microfiber cloth to remove water spots.

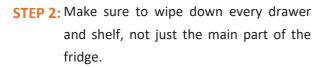
## 3.3.7 Cleaning of a Fridge



#### How to clean



STEP 1: Dip a sponge in the cleaning solution and then wipe down all of the surfaces of the fridge, making sure to really scrub out any sticky stains.





STEP 3: Wipe the solution away with a damp cloth. Dip a clean cloth in water and use it to wash away any residue left behind by the solution.

**STEP 4:** Use a clean cloth to dry each surface.



**STEP 5:** Unplug the whole refrigerator.

**STEP 6:** Spray the freezer with the cleaning solution.



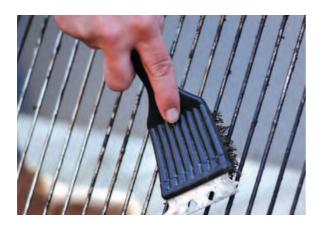
STEP 7: Once the freezer has been wiped down, wipe it off with paper towels. Plug the refrigerator back.

STEP 8: Spray the exterior of fridge with the cleaning solution and wipe it dry.

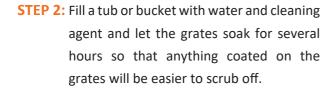
# 



#### How to clean an oven



STEP 1: Clean the grates of oven. Remove the grates from the oven.





STEP 3: Use a scouring pad to scrub the length of the grates.

**STEP 4:** Wipe down the outside with a damp cloth and then wipe dry with a dry cloth.

### How to clean a microwave and tea & coffee maker



STEP 1: Use cleaning solution and a sponge to STEP 1: Wipe down the outside of tea/coffee wipe down any splatters that might have occurred in the microwave.

STEP 2: Rinse with clean water and then wipe dry STEP 2: Wipe dry with a clean dry cloth. with a clean cloth.



maker using cleaning solution and a clean soft cloth.

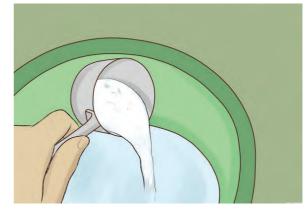
# - 3.3.9 Cleaning of Cabinets $\ ullet$



#### How to clean a cabinet



STEP 1: Open the cabinet doors. Empty out the contents and set them aside.



**STEP 2:** Mix cleaner and water together in a small bucket.



**STEP 3:** Wipe the insides and outside of the cabinet using the cleaning solution and a sponge.



**STEP 4:** Rinse your sponge frequently so that you don't reapply dirt that you've already removed.



**STEP 5:** Wipe off the solution and water with a cloth.

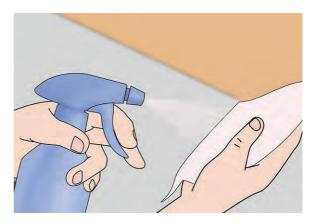


**STEP 6:** Dry the cabinets with a clean, lint-free cloth after cleaning them.



**STEP 7:** Clean handles and hinges with a soft cloth and wipe them.





**STEP 8:** In case of glass, use glass cleaner to clean the cabinets. Wipe dry them with a microfiber cloth.

In case of wood finish, use furniture oil.

In case of laminate finish, use spray leaner and cloth.

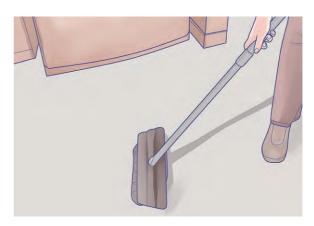
Keep all contents back in the cabinets.

# 3.3.10 Cleaning of Floor





**STEP 1:** Sweep the floor with soft-bristled broom to remove all loose dirt.



**STEP 2:** Wet mop the floor. Use a mop and bucket of cleaning solution.

# - 3.3.10 Cleaning of Floor $\begin{tabular}{c} = \begin{tabular}{c} = \$







**STEP 1:** Empty the garbage bin.

STEP 2: Wash the garbage bin's exterior and interior with disinfectant and dry it.

**STEP 3:** Replace a new liner.

# 3.3.11 Always Remember —

- Ensure you are wearing appropriate personal protective equipment to maintain safety.
- Place the warning sign board.
- Collect and dispose garbage carefully in proper way.
- Mix the cleaning agents in proportion as directed by the manufacturer.
- Mix the cleaning agents in appropriate way.
- Do not use steel wool or scouring pad on stainless steel sink.
- Do not use bleach or chlorine on stainless steel sink.
- Always wipe the counter tops dry after cleaning, as moisture encourages growth of molds and bacteria.
- Avoid using abrasive cleaning tools or chemicals on marble tops, as they can cause scratches on the surface.
- Report to your supervisor for any maintenance work required to be done.
- Report stock shortage to your supervisor.

# Practical 28



Prectice cleaning different areas in the kitchen, pantry/canteen and garbage disposal. For example:

- clean the counter top, gas/electrical cook top and vent hood
- clean the vent hood and sink
- clean the fridge, oven/microwave/tea and coffee maker
- clean the cabinets and floors of kitchen

At the end, ask each group to dispose of the garbage in a proper way

- Notes			
		·	 









# 4. Cleaning of Furniture, Fittings and Vertical Surfaces

Unit 4.1 - Cleaning of Different Types of Furniture

Unit 4.2 - Cleaning of Appliances and Other Fixtures

Unit 4.3 - Cleaning of Vertical Surfaces



# r Key Learning Outcomes 🗓



#### At the end of this module, you will be able to:

- 1. Perform the basic standard procedure required for cleaning of the different types of furniture
- 2. Perform the basic standard procedure required for cleaning of accessories and other fittings
- 3. Perform the basic standard procedure required for cleaning of vertical surface
- 4. Perform cleaning jobs in appropriate, systematic and safe manner

# **UNIT 4.1: Cleaning of Different Types of Furniture**

# **Unit Objectives**



#### At the end of this unit, you will be able to:

- 1. Perform the basic standard procedure required for daily cleaning of the upholstered, wooden, glass or metal furniture
- 2. Perform cleaning jobs in an appropriate, systematic and safe manner

## 4.1.1 Basic Steps to be Followed While Performing a Cleaning Job —

#### There are mainly three reasons to clean the furniture. Cleaning of furniture will help:

- 1. To maintain the appearance of the furniture.
- 2. To prevent damage to the furniture by removing tiny dirt and dust particles and make the furniture last longer
- 3. To minimise allergic reactions and keep the place healthier.

#### Before starting a cleaning job

- 1. Collect all appropriate cleaning equipment and cleaning agents.
- 2. Place the "Cleaning in Progress" sign where the cleaning job is being performed.
- 3. Wash your hands with soap and water thoroughly.
- 4. Put on rubber gloves and other personal protective equipment.

#### After the cleaning job

- 5. When you've finished, take your gloves off and wash your hands as a precaution against the spread of bacteria.
- 6. Remove the warning sign board.
- 7. Clean all used equipment and PPE and dry and store for future use.

# **4.1.2 Cleaning of Upholstered Furniture**





Upholestry stain remover



Dusting brush & Dust pan





White cloth



'Cleaning in progress' warning signboard

Fig 4.1.1 Equipment and material needed



**STEP 1:** Remove any loose dirt from the upholstery using a small dusting brush.



**STEP 2:** Remove loose cushions and brush them separately.





**STEP 3:** For stains, dip the white clean cloth in cleaning solution and rub on it gently or use the spray. Wipe the spot dry with a clean cloth and let it air dry completely.

## 4.1.3 Always Remember

- Test the cleaning agent onto the back or underside of the upholstery before cleaning the rest. If any discoloration occurs, don't use that cleaning agent.
- Be sure to read the upholstery tag before cleaning. Codes are:
  - 'W' for water based cleaning solutions
  - 'P' for professional
  - 'S' for a solvent
  - 'F' for a foam cleaner
  - 'X or 'X/S' means that the furniture should not be cleaned. Vacuuming this with an upholstery brush is the only option if this is the cleaning code.

# 4.1.4 Cleaning of Leather/Rexin Furniture





Fig 4.1.2 Equipment and material needed



**STEP 1:** Remove any loose dirt using a small soft dusting brush.



**STEP 2:** Dip the clean cloth or sponge in cleaning solution and rub on it gently.



**STEP 3:** Wet the clean cloth or sponge in clean water and wipe the leather.



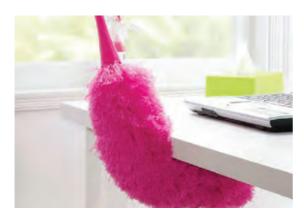
**STEP 4:** Wipe it dry with clean cloth.

# 4.1.5 Always Remember———

- Do not use ammonia, bleach or other harsh cleaning agents on leather furniture.
- Don't forget to test any product or cleaning technique in an inconspicuous part of the sofa first.
- Do not use excessive amounts of water when cleaning your leather sofa.
- Do not allow water to stand on the leather.

#### $_{ extsf{ iny }}$ 4.1.6 Cleaning of Wooden Furniture $\ oxtsf{eta}$ Rubber gloves Feather duster Microfiber cloth IN PROGRESS Small **Furniture** Glass 'Cleaning in progress' Rags/ bucket cleaner oil warning signboard soft cloth Fig 4.1.3 Equipment and material needed

#### How to clean



**STEP 1:** Remove all dust and loose dirt from the surface using a feather duster or a soft cloth.



**STEP 2:** Moisten a clean cloth with cleaning agent based water, wring out completely and wipe the wood surface.



**STEP 3:** Dry the wood surface with a clean lint-free cloth.



**STEP 4:** Spray the furniture oil or polish on a clean cloth, rub it onto the wood and allow it to air dry.

# 4.1.7 Always Remember –

- For best results, rub the furniture oil in the same direction as the wood grain.
- Do not use abrasives or harsh chemicals on wood furniture.
- Do not let water stand on wood surface.
- Use a lint-free cloth for wiping.
- Make sure you clean under the legs of the chair and table.
- For a laminated finish, use all-purpose or glass cleaner and lint-free cloth to clean.

# -4.1.8 Cleaning of Glass Furniture





Rubber gloves IN PROGRESS 'Cleaning in progress' warning signboard Duster

Fig 4.1.4 Equipment and material needed

#### How to clean



**STEP 1:** Dust off any loose dust, debris and other dirt using a feather dusting brush.



**STEP 2:** Spray the glass cleaner on the glass surface.



STEP 3: Wipe the surface with a soft, lint-free cloth or sponge wipes.

# 4.1.9 Always Remember —

Glass is very sensitive and prone to scratches. Make sure that the cloth material doesn't contain even the slightest abrasive so as not to leave scratches on the glass surface.

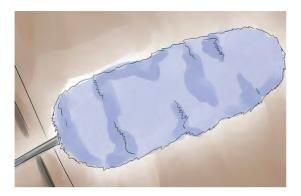
# 4.1.10 Cleaning of Plastic Furniture





Fig 4.1.5 Equipment and material needed





**STEP 1:** Dust off any loose dust, debris and other dirt using a dusting brush.



**STEP 2:** Mix the cleaning agent to a bucket of clean water.



**STEP 3:** Dip the soft nylon brush or sponge into the solution and scrub the surface.



**STEP 4:** For heavy stains, let the solution sit for a while and scrub again.



**STEP 5:** Rinse the furniture with lots of water.



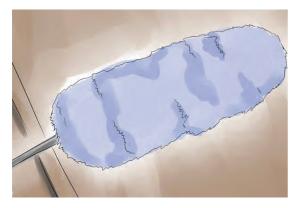
**STEP 6:** Wipe dry with a soft lint-free cloth and let it to air dry.

# $_{ extsf{ iny 6}}$ 4.1.11 Cleaning of Metal Furniture $\Box$



Fig 4.1.6 Equipment and material needed

# Rubber gloves Duster 'Cleaning in progress' warning signboard Nylon soft hand brush or sponge



**STEP 1:** Remove all dust and loose dirt from the surface using a duster.



**STEP 2:** Mix the cleaning agent to a bucket of clean water.



**STEP 3:** Dip a soft scrub brush in the solution and scrub the surface.



**STEP 4:** Wet a clean cloth or sponge in clean water and rinse the surface.



**STEP 5:** Wipe off with a clean damp cloth to remove any remaining residue and allow it to dry.

# 4.1.12 Always Remember –

- Do not let water stand on metal as it causes rust.
- Wipe the surface thoroughly.
- Do not use wire scrubber to clean as it may harm the painted or coated metal surface.

# Practical 🖄



Prectice cleaning different types of furnitures. For example:

- clean the upholstered furniture
- clean the leather/rexin furniture
- clean the wooden furniture
- clean the glass furniture
- clean the plastic furniture
- clean the metal furniture

# **Exercise**



- 1. What does the tag 'W' mean in the upholstery furniture?
  - a. For water based cleaning solution
  - b. For solvent
  - c. For foam cleaner
  - d. Furniture should not be cleaned
- 2. What does the tag 'S' mean in the upholstery furniture?
  - a. For water based cleaning solution
  - b. For solvent
  - c. For foam cleaner
  - d. Furniture should not be cleaned
- 3. What does the tag 'F' mean in the upholstery furniture?
  - a. For water based cleaning solution
  - b. For solvent
  - c. For foam cleaner
  - d. Furniture should not be cleaned

#### Notes



# **UNIT 4.2: Cleaning of Appliances and Other Fixtures**

# **Unit Objectives**



#### At the end of this unit, you will be able to:

- 1. Perform the basic standard procedure required for daily cleaning of the appliances and other fittings and fixtures
- 2. Perform cleaning jobs in appropriate, systematic and safe manner

# 4.2.1 Basic Steps to Be Followed While Performing a Cleaning Job

#### There are many reasons to clean the fixtures and appliances. Cleaning them will help:

- 1. Maintain the appearance of the appliances and fixtures.
- 2. Prevent damage to the appliances and fixtures by removing dirt and dust particles.
- 3. Make them work better and last longer.
- 4. Minimise allergic reactions and keep the place healthier.

#### Before starting a cleaning job

- 1. Collect all appropriate cleaning equipment and cleaning agents.
- 2. Place the "Cleaning in Progress" sign where the cleaning job is being performed.
- 3. Wash your hands with soap and water thoroughly.
- 4. Put on rubber gloves and other personal protective equipment.

#### After the cleaning job

- 5. Remove the warning sign.
- 6. When you've finished, take your gloves off and wash your hands as a precaution against the spread of bacteria.
- 7. Clean all used equipment and PPE and dry and store for future use.

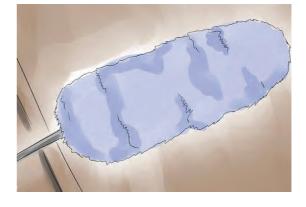
# $_{ extstyle \Gamma}$ 4.2.2 Cleaning of a Computer/Printer $\begin{tabular}{l} eta \end{tabular}$







**STEP 1:**Turn off the computer and disconnect it from the power supply.



**STEP 2:** Remove all loose dirt, dust and debris using a feather duster.



- **STEP 3:** Spray cleaning solution onto a clean cloth and wipe the frame around the screen with
- STEP 4: Clean the monitor's base, the buttons and the back of the monitor.
- **STEP 5:** Wrap a corner of the cloth around your finger or a toothpick to clean out the hard to reach crevices.



**STEP 6:** Dampen a lint-free cloth with glass cleaner and wipe the screen.

**STEP 8:** Hold the dampened cloth over the spot for a little while and rub over the spot in circular motion.



**STEP 7:** For stubborn stains, gently wipe the spot on the screen.

**STEP 9:** Wipe the screen dry with a clean part of the cloth.



**STEP 10:** Spray cleaning solution onto a clean cloth and wipe the mouse. Wipe it with dry cloth.



**STEP 11:** Using a damp cloth wipe around the keys, and on top of the keys. Use feather brush to clean areas between keys .



**STEP 12:** Plug the computer in and connect to power.

## 4.2.3 Always Remember —

• Use lint-free cloth. Do not spray cleaner directly on mouse/keyboard. Do not use any abrasive or scouring pad to clean. Do not use too much pressure to clean the screen.

# **4.2.4 Cleaning of a Telephone**





Fig 4.2.2 Equipment and material needed



- **STEP 1:** Inspect working condition of phone.
- **STEP 2:** Report any malfuctions to your superviser.
- **STEP 3:** Report all loose dirt, dust and debris using a feather duster.
- **STEP 4:** Dampen a lint-free cloth with all-purpose cleaning solution.



- **STEP 5:** Wipe the entire telephone, i.e. hand set, cradle, cord and base.
- **STEP 6:** Remove the phone from the cradle; pay attention to ear and mouthpice and remove any build-up of grease from hair oils and make-up that may be on piece.
- **STEP 7:** Use a toothbrush to clean the vents.

# 4.2.5 Cleaning of a T.V.





Fig 4.2.3 Equipment and material needed

#### How to clean



- **STEP 5:** Clean and dust underneath set and back vents.
- STEP 6: Dampen lint-free cloth with window cleaning solution and wipe down television screen gently.
- STEP 7: Let it air dry. Place remote control on its place. Pluge the television back in.

**STEP 1:** Check that television is working properly.

- **STEP 2:** Report any malfunctions to your supervisor. Turn off the television.
- STEP 3: Remove all loose dirt, dust and debris using a feather duster.
- STEP 4: With a lint-free cloth, dampened with cleaning solution, wipe the outside of the television set, VCD player and remote control.

## 4.2.6 Always Remember

Never spray directly on television (it may cause shock to you or damage to the set). Do not use too much pressure to clean the screen. Move the cloth across the screen from left to right and top to bottom to help ensure that you don't miss any spots. Do not use any abrasives.

# √ 4.2.7 Cleaning of a Lamp/Light Switches/Lights





Fig 4.2.4 Equipment and material needed



- **STEP 1:** Plug out the lamp.
- **STEP 2:** Remove all loose dirt, dust and debris from the lamp using a feather duster.
- **STEP 3:** Dampen a lint-free cloth with all-purpose/ glass cleaner.
- **STEP 4:** Wipe down all parts.
- **STEP 5:** Clean the inside of the lamp shade.
- **STEP 6:** Use a toothbrush to clean pleated shade.



- **STEP 7:** Straighten lamp shades. Face seams to wall. Pluge the lamp back in.
- **STEP 8:** Dust all bulbs with a dry cloth.
- **STEP 9:** Remove all dust, spots and finger prints from light switches.
- **STEP 10:** Turn on all lights to make sure bulbs and switches are in working order.
- **STEP 11:** Report to your supervisor for any repair or replacement.

# -4.2.8 Cleaning of Clock/Artifacts/Pictures/Frames





Fig 4.2.5 Equipment and material needed



- **STEP 1:** Remove all loose dirt, dust and debris from the artifacts, all sides of picture frame using a feather brush or duster.
- **STEP 2:** Dampen a lint-free cloth slightly with cleaner and wipe the artifacts.
- **STEP 3:** Dampen a clean lint-free cloth with window cleaning solution and wipe the entire glass surface of the pictures/mirrors; start at the top and work down to the bottom.



- **STEP 4:** Dry the glass surface with a clean dry lint-free cloth.
- **STEP 5:** Check for smears, smudges and streaks.
- **STEP 6:** Report any damaged or missing pictures to supervisor.
- STEP 7: Remember: Do not remove artifacts from holder or wall mount unless necessary for deep cleaning purposes or repair work.

# - Practical



Divide the class into five groups and ask each group to clean the application and fixtures they are asked to.

Group A: clean the computer/printer

Group B: clean the telephone

Group C: clean the T.V.

Group D: clean the lamp/light switches/lights

Group E: clean the clock/artifacts/pictures/frames

# **Exercise**



- 1. ..... brush is used to clean fabric lamp shade.
  - a. Feather brush
  - b. Nylon brush
  - c. Hard brush
  - d. All of the above
- 2. Which of the personal protective equipment should be used while cleaning a computer?
  - a. Helmet
  - b. Rubber gloves
  - c. Rubber shoes
  - d. Safety glasses
- 3. Which kind of brush should be used to clean a wooden table?
  - a. Steel wire brush
  - b. Feather brush
  - c. Both a and b
  - d. None of the above
- 4. ..... is used to clean brass statue.
  - a. Brasso
  - b. Furniture oil
  - c. Both a and b
  - d. None of the above

#### **Notes**



# **UNIT 4.3: Cleaning of Vertical Surfaces**

# **Unit Objectives**



#### At the end of this unit, you will be able to:

- 1. Perform the basic standard procedure required for cleaning of the vertical surfaces, i.e. glass partition, wooden partition, glass windows, and walls etc.
- 2. Perform cleaning jobs in appropriate, systematic and safe manner.

#### The cleaning of vertical surfaces will help:

- 1. To maintain the appearance of the surface.
- 2. To prevent damage to the surface by removing dirt and dust particles and make the surface last longer and look nicer.
- 3. To minimise allergic reactions and keep the place healthier.

# 4.3.1 Basic Steps to be Followed While Performing a Cleaning Job

#### The cleaning of vertical surfaces will help:

- 1. To maintain the appearance of the surface.
- 2. To prevent damage to the surface by removing dirt and dust particles and the surface last longer and look nicer.
- 3. To minimize allergic reactions and keep the place healthier.

#### Before starting a cleaning job

- 1. Collect all appropriate cleaning equipment and cleaning agents.
- 2. Place the "Cleaning in Progress" sign where the cleaning job is being performed.
- 3. Wash your hands with soap and water thoroughly.
- 4. Put on rubber gloves and other personal protective equipment.

#### After the cleaning job

- 5. Remove warning sign board.
- 6. When you've finished, take your gloves off and wash your hands as a precaution against the spread of bacteria.
- 7. Clean all used equipment and PPE, dry and store for future use.

# $_{ extstyle \Gamma}$ 4.3.2 Cleaning of Glass Partition/Glass Windows/Shower Door $\ oxedsymbol{oldsymbol{oldsymbol{\Box}}}$





Fig 4.3.1 Equipment and material needed

#### How to clean - method 1



**STEP 1:** Using a dusting brush or broom dust all dirt, dust and cobwebs.



STEP 3: For stains, use a soft cloth moistened with the cleaner to scrub the glass in an up and down direction.



STEP 2: Spray the cleaner on a soft cloth and not directly on the surface.



**STEP 4:** Wipe off cleaner with lint-free cloth or sponge wipes.

#### How to clean - method 2



**STEP 1:** Using a dusting brush or broom dust all dirt, dust and cobwebs.



**STEP 2:** Dilute the cleaner in a bucket of clean water.



**STEP 3:** Dip a sponge in cleaning solution and rub on the glass gently. Scrub on stains.



**STEP 4:** Use the squeegee to wipe the cleaner away. Repeat until the glass is clean.



**STEP 5:** Dampen a lint-free cloth in clean water and remove any remaining cleaner from the edges of the glass.



**STEP 6:** Wipe the glass dry with a dry clean cloth.

## 4.3.3 Always Remember –

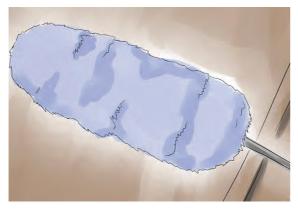
- While using a squeegee, use one long motion from top to bottom.
- Wipe the squeegee blade after each wipe.
- Use a lint-free cloth to wipe the squeegee.
- Soap products can leave a filmy residue on glass and should be avoided.
- Do not use any abrasive or scouring pad.

# -4.3.4 Cleaning of Wooden/Laminated Partition $oxedsymbol{oxdot}$





Fig 4.3.2 Equipment and material needed



STEP 1: Dust the surface using a broom or dusting brush and remove any loose dirt and cobweb.



STEP 2: Moisten a clean cloth with clean water, wring out completely and wipe the wood surface.



STEP 3: Dry the wood surface with a clean lintfree cloth.



**STEP 4:** Spray the furniture oil or polish on a clean cloth, rub it onto the wood and allow it to air dry.



STEP 5: In case of laminated surface, dampen the cloth with cleaning solution and wipe the surface. Spray cleaner can be used directly on the surface.



**STEP 6:** Wipe the surface with moist clean cloth and dry it with a dry clean cloth.

# 4.3.5 Always Remember –

- For best results, rub the furniture oil in the same direction as the wood grain.
- Do not use abrasives or harsh chemicals on wood furniture.
- Use a lint-free cloth for wiping.
- Don't use bleach, ammonia, alkaline products or abrasive cleaners on wood.

# $_{ extsf{ iny 4.3.6}}$ Cleaning of Exterior Brick Wall $\stackrel{ extsf{ od}}{=}$





Liquid cleaner



long handle/ hand hard brush

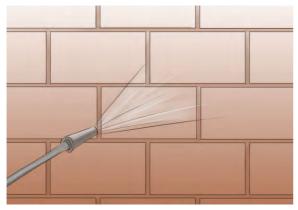


Rubber gloves and protective footwear



'Cleaning in Progress' Warning Signboard

Fig 4.3.3 Equipment and material needed



**STEP 1:** Remove the surface dirt and debris from the exterior brick wall with a water hose.



STEP 2: Mix cleaning agent in a bucket of clean water.



STEP 3: Dip a stiff scrub brush with the solution and scrub the brick wall with it. Use long handle brush for heights.



**STEP 4:** Rinse the wall with the water hose.

#### 4.3.7 Always Remember —

- Begin at the bottom of the wall and move the water hose in a steady back-and-forth motion while moving upward.
- Scrub only a small section of the exterior brick wall at a time. Begin at the bottom. Continue in this manner until you have cleaned the entire brick wall.
- Cover surrounding plants, foliage and landscaping with plastic sheets. This will protect them from cleaning solution and excess water.
- Use bucket and cloth or sponge to clean interior brick wall.

# Practical 28



Divide the class into three groups and ask each group to clean the vertical surfaces they are asked to.

Group A: clean the glass partition/glass windows/shower door

Group B: clean the wooden/laminated partition

Group C: clean the exterior brick wall

# **Exercise**



- 1. Glass door can be wiped off with:
  - a. Glass cloth
  - b. Microfiber cloth
  - c. Squeegee
  - d. All of the above
- 2. Cleaning of brick walls is:
  - a. Daily cleaning
  - b. Periodic Cleaning
  - c. Weekly cleaning
  - d. None of the above
- 3. Laminated partition wall can be cleaned with:
  - a. Glass cleaner
  - b. Liquid cleaner
  - c. Toilet cleaner
  - d. Floor cleaner

#### **Participant Handbook**

4. Sponge wipes are used to remove stains from:

a. Brick walls

b. Glass partition/windows

c. Wooden/laminated partition

d. All of the above
Notes   ———————————————————————————————————









# 5. Maintain Public Area Neat and Tidy

Unit 5.1 - Maintaining Public Areas Neat and Tidy



# **⊢Key Learning Outcomes**

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#### At the end of this module, you will be able to:

- 1. Maintain visitor's areas and lobbies neat and tidy
- 2. Maintain lifts, lift lobbies, and entrances neat and tidy

# **UNIT 5.1: Maintaining Public Areas Neat and Tidy**

# **Unit Objectives**



At the end of this unit, you will be able to:

- 1. Keep lobby and visitor's area neat, tidy and in good order
- 2. Keep lifts and lift lobbies neat, tidy and in good order
- 3. Keep stairways and entrance areas neat, tidy and in good order

#### 5.1.1 Cleaning and Maintaining Lobby and Other Public Areas

As a Housekeeping Attendant, your duty is to maintain the assigned area as well as public areas such as visitor's areas, lobbies, corridors, lifts, lift lobbies, entrances, stairways etc. The purpose of cleaning and maintaining these areas is to:

- 1. prevent spread of bacteria
- 2. enhance the overall appearance of the facility

There are certain tasks which should be performed everyday to maintain lobbies and visitor's areas neat and clean.



#### **Emptying ashtrays**

Empty all the trash in the ashtrays in a trash container.

Make sure all ashtrays are clean and dry.

Place ashtrays in correct locations.



#### **Emptying wastebaskets**

Place the trash from the trash bin in the trash bag.

Use a damp cloth to wipe out the trash containers.

Place a fresh liner in each trash bin.



#### Cleaning of sofa and chairs

Brush the upholstered part.

With a damp cloth, wipe all dust from wood part and dry.

Fluff up cushions and replace on sofa/chair.

Straighten the furniture.



#### **Cleaning of tables**

Dust off all dirt and dust using a feather duster.

With a damp cloth, wipe it and dry.

In case of glass top, use glass cleaner.

Straighten the tables.



#### Cleaning of wall and overhead light fixtures

Turn on light switches to make sure all light fixtures are working properly.

Wipe light fixtures and switches with a damp cloth or sponge and dry.



#### Cleaning of telephone

Inspect working condition of phone.

Remove all loose dirt, and dust using a feather duster.

Wipe the entire telephone with a damp cloth.



# Cleaning of kiosks, magazine & brochure rack, vending machines,

Remove all loose dirt and dust using a feather duster.

Place magazines/news papers in correct place.

Wipe them with a damp cloth.



#### Cleaning of pictures, artifacts, mirrirs, etc.

Wipe artifacts/statues with clean, damp, soft cloth.

Dust all sides of picture/mirror frame with a soft duster.

Wipe the glass surface of the pictures/mirrors with glass cleaner.

Straighten the pictures/mirrors



#### Cleaning of walls and partitions

Remove all dirt, dust and cobwebs using a duster or broom.

With a damp cloth, wipe the wood walls and dry.

Clean glass walls with glass cleaner.



#### Cleaning of windows and doors

Wipe both sides of door/window and door/window frame,

using cloth dampened with cleaning solution.

Wipe with a dry soft cloth until clear and dry.

Clean all hinges, handles and knobs.



#### Cleaning of A/C

Use a duster to remove all the dirt and dust.

Damp a cloth with all purpose solution and wipe and clean the entire unit including grids and vents.



#### Cleaning of LCD/TV

Dampen cloth with window cleaning solution and wipe down television screen.

Clean and dust underneath set and back vents.



#### **Watering plants**

Water the plants and remove all debris and dead leaves from it.



#### Cleaning of floor and floor covering

Sweep the floor with a soft-bristled broom.

Wet mop the floor with cleaning solution.

Clean carpet with brush.

# $\scriptscriptstyle{ extstyle -}$ 5.1.2 Cleaning of Lift and Lift Lobby $\scriptscriptstyle{ extstyle -}$

There are certain tasks which should be performed everyday to maintain lift and lift lobbies.

Read carefully and write 'Yes' or 'No' in the blank -



#### Cleaning of lift walls

Spray the glass cleaner or all-purpose cleaner on a clean soft cloth and wipe the lift walls.

Wipe the walls dry with a clean dry cloth.

Clean the handrails/control panel and buttons.



#### Cleaning of lift floor

Use a soft- bristle broom to clean the floor. Wet mop the floor with cleaning solution.



#### Cleaning of lift light fixtures and fan grid

Turn on light switches to make sure light is working properly. Wipe light fixtures with a cloth or sponge and dry.



#### Cleaning of wall/panelling outside the lift

Remove all dirt, dust and cobwebs using a duster or broom.

With a damp cloth, wipe the surface and dry.

Clean glass panels with glass cleaner or stone panel with all purpose cleaner.

Wipe and clean the control panel.



#### Cleaning of lift lobby

Remove all dirt, dust and cobwebs from walls using a duster or broom.

With a damp cloth, wipe wood/stone wall surfaces and dry. Sweep the floor and wet mop it.

Wipe and clean the light fixtures/picture/mirror.

# 5.1.3 Cleaning of Stairways and Entrance/Exit Lift Lobby -

The tasks which should be or should not be performed everyday to maintain stairways and entrance/exit neat, clean and safe -



Cleaning of banister and handrail

- Dust off all loose dust and dirt using a feather duster or a clean soft cloth.
- Wipe the handrail and banisters with a clean cloth dampened in cleaning solution and wipe them dry.
- Sweep and wet mop the staircase.



Cleaning of entrance, exit and corridors

- Do not leave objects or waste at the entrance and exit, in corridors and on stairways.
- Clean the floor and walls in correct way.
- Clean the doors and handles in correct way.

# 5.1.4 Always Remember —

- Ensure that all the butts in the ashtrays are extinguished before being discarded in the trash.
- Remove the trash which is present under the sofa or chair.
- Check pillows and cushions for tear, stains and rips.
- Identify and report the faults in the area to the supervisor e.g. damaged furniture or fixture, fused lights etc.
- Regularly check that the areas are clean, tidy and free from obstructions in line with company safety and security policies.
- Report any lost and found property to authorised person as per procedure.

# - Practical



Divide the class into three groups and ask each group to clean the areas they are asked to.

Group A: clean the lobby and other public areas

Group B: clean the lift and loft lobby

Group C: clean the stairways and entrance/exit

# **Exercise**



- 1. Daily cleaning of lobby of a hotel includes:
  - a. Emptying of waste bins
  - b. Cleaning of doors and windows
  - c. Cleaning of furnitures
  - d. All of the above
- 2. Daily cleaning of lift includes:
  - a. Cleaning of lift walls
  - b. Cleaning of floor
  - c. Cleaning of hand rail
  - d. All of the above
- 3. Cleaning of a telephone is a part of:
  - a. Daily cleaning
  - b. Weekly cleaning
  - c. Periodic cleaning
  - d. Check and clean
- 4. Emptying of waste bins is a part of:
  - a. Daily cleaning
  - b. Weekly cleaning
  - c. Periodic cleaning
  - d. Check and clean

# **Notes**











# 6. Collect and Dispose Waste Properly

Unit 6.1 - Waste Disposal in a Proper and Safe Way

Unit 6.2 - Waste Segregation in a Proper and Safe Way



# - Key Learning Outcomes 💟



#### At the end of this module, you will:

- 1. Understand the objectives of safe and proper waste disposal
- 2. Know about the waste disposal plan
- 3. Know types of waste and how to segregate it

# **UNIT 6.1: Waste Disposal in Proper and Safe Way**

# - Unit Objectives



#### At the end of this unit, you will be able to:

- 1. Know objectives of safe and proper waste disposal
- 2. Know waste disposal plan
- 3. Handle waste in safe and proper way

# **6.1.1** Introduction

A facility's general cleanliness and hygiene are vital to the health and safety of staff, clients, visitors, and the community at large. Waste must be disposed in a proper way in order to prevent infection. If waste is not disposed properly, it affects the health of everyone.

It the responsibility of all the staff members to dispose of waste in the correct manner so as to pose minimal hazard to the client, visitors, and other co-workers.

# **6.1.2** Objectives of Proper and Safe Disposal of Waste

- It minimises the spread of infections.
- It minimises the risk of accidental injury to clients, staff, visitors and the local community.
- It provides an aesthetically pleasing atmosphere.

- It reduces odours.
- It attracts fewer insects and animals.
- The chances of contamination of the soil or ground water with chemicals or micro-organism is reduced.

# -6.1.3 Waste Disposal Plan -

While disposing the waste, you must follow the procedure as per organisation's rules and regulations. There are basically four steps of a waste disposal plan in any facility.

- Sorting
- Handling
- Interim storage
- Final disposal

#### **Step 1: Sorting**

- Separate waste by its type.
- Put them into the appropriate waste containers.
- Used coloured and labeled plastic containers.
- Place disposable Sharp in special sharp containers, such as heavy cardbord boxes, or tin cans with lids.

#### **Step 2: Handling**

- Remove waste while containers are 75% filled, or at last once a day.
- Do not empty infectious waste into open carts or wheelbarrows.

#### **Step 3: Interim storage**

- Waste must be disposed immediately and in proper manner.
   Interim storage must not be for more than a day or two.
- Waste must be placed in a covered, labeled and leak-proof container
- Keep these containers in a closed area with limited accessibility to staff, clients and visitors.

#### Step 4: Final disposal

- General waste like household trash can be taken to the regular community wastedisposal point for final disposal
- Disposal of medical waste on the premises is preferable and should be burned or buried.
- Municipal Corporations or any other designated body takes away the waste from the complex/hotel/office/bulding/factory.









Fig 6.1.1 Waste disposal plan

# 6.1.4 Waste Storage Areas Within Facility

Waste storage areas within facility should be:

- segregated from other areas
- Kept free from spillage, loose litter and debris
- free from pests and vermin
- secured and with access restricted to authorised personnel only
- stored to minimise the risk of fire

Within the facility, waste routes are designated and time for transfer of wastes is decided so as to prevent the passage of waste through a crowded area.



Fig 6.1.2 Storage of waste

# 6.1.5 Always Remember -

- Do not throw waste into an open pile and do not store waste in an open container.
- In order to prevent exposure to waste, spillage, rodents, cover the containers with lid.
- Do not put your hands into a container that holds medical waste.
- Personal protective equipment must be used while handling the waste

# **Practical**



Ask the participants to perform the four steps of waste disposal in a proper way

# Exercise



- 1. Which of the following are the benefits of proper waste disposal?
  - a. Minimises the spread of infection
  - b. Provides an aesthetically pleasing atmosphere
  - c. Reduces odour
  - d. All of the above
- 2. Placing disposable sharp in special sharp container is a part of:
  - a. Handling
  - b. Sorting
  - c. Interim storage
  - d. Final disposal
- 3. Keeping the waste in a closed area with limited accessibility to staff, client visitors is a part of:
  - a. Handling
  - b. Sorting
  - c. Interim storage
  - d. Final disposal

#### **Notes**



# **UNIT 6.2: Waste Segregation in Proper and Safe Way**

# – Unit Objectives 🤘



#### At the end of this unit, you will be able to:

- 1. Know the different types of waste
- 2. Identify and segregate waste by its type and put it in appropriate containers
- 3. Know the colour coding, labels and symbols of waste containers

## -6.2.1 Introduction ———

Segregation of waste means keeping dry and wet waste separately so that wet waste can be composted and dry waste can be recycled. Waste segregation is a process of dividing waste into 'reduce', 'reuse' and 'recycle' materials.

# -6.2.2 Types of Waste-

There are mainly three types of waste. They are:



# Dry waste or recyclable waste or nonbiodegradable waste

Paper, thermocol, plastics, fabric, metal, aluminium, glass, cardboard, rubber, Styrofoam, leather, rexine, wood, foil etc.



## Wet waste non-recyclable waste or biodegradable waste

Eggshells, rotten vegetable and fruit, their peels, tea leaves, coconut shell and fiber, bones and entrails, fish scales, cooked food (both veg and non-veg), coffee grounds, garden waste such as dried leaves and flowers.



#### **Hazardous wastes**

It has three sub-categories:

#### E-waste or electronic waste

Wires, batteries, computer parts, ,watches, cellphones, electrical and electronic toys, remotes, as well as bulbs, tubelights and CFLs.

#### **Toxic substances**

Solvents, cleaning agents, insecticides and their containers, Paints, other chemicals.

#### **Biomedical** waste

Used syringes, expired medicines, thermometers, used cosmetics, sanitary napkins, disposable diapers, bandages and any material that is contaminated with blood or other body fluids.

#### -6.2.3 Waste Containers -

In order to encourage orderly waste disposal, place the waste container near the place where the waste is produced. All waste containers should be emptied daily or as required. They should not be filled more than 75% of their capacity. All waste containers should be clearly marked with colour coding, labels, and symbols.



#### Colour coding for recyclable waste

This coding can be different at different places. you must always check the symbol and label.



# Segregation of biomedical waste in colour coded bags

Yellow bags	Red bags	Blue bags	Black carboy
Infectious waste,	Plastic waste such	All types of glass	Needles without
bandages, gauzes,	as catheters,	bottles and	syringes, blades,
cotton or any	injections,	broken glass	sharps and all
other things in	syringes, tubings,	articles, outdated	metal articles
contact with body	bottles	& discarded	
fluids		medicines	

Fig 6.2.1 Waste contener

# -6.2.4 Cleaning of Waste Bins-

Read carefully and write from 1 to 6 to make right sequence 
Empty the waste bin by dumping it upside down.

Sweep out the garbage that are stubbornly hanging onto the inside of the bin with the help of a broom.

The garbage bin must be washed with water and disinfected liquid. Use a hose and long-handed scrub brush to clean the bins which are large.

Turn the bin upside down in order to drain out all the water.

Turn the garbage bin back and let it dry completely.

Place a fresh liner in it.

# -6.2.5 Always Remember

Fig 6.2.2 Waste bin

Segregate waste in accordance with the Authority's policies in appropriate secured and labelled containers. Do not cause spillage while collecting waste. Transport waste to the waste storage areas designated by the Authority following a set of standard procedures. Wear appropriate personal protective equipment while handling the waste, such as rubber gloves and rubber protective shoes, mask, etc. Report problems associated with the storage and collection of waste as per the company procedures.



Always remember the 3Rs:

Reduce

Reuse

Recycle

# **Practical**



Ask the participants to make a chart on the types of waste and further ask them to segregate the waste according to the container and then clean the waste bins.



Γ	: E)	xercise 🕮	
	1.	Which one of the following is a dry waste?	
		a. Paper	
		b. Rotten vegetable	
		c. Watch	
		d. Pesticide	
	2.	Which one of the following is biodegradable waste?	
		a. Paper	
		b. Rotten vegetable	
		c. Watch	
		d. Pesticide	
	3.	Which one of the following is E-waste?	
		a. Paper	
		b. Rotten vegetable	
		c. Watch	
		d. Pesticide	
	4.	Which one of the following is hazardous waste?	
		a. Paper	
		b. Rotten vegetable	
		c. Watch	
		d. Pesticide	
	5.	Identify the right type of waste and fill it in the blank -	
		(Dry waste, Wet waste, hazardous waste)	
		Paper Glass Glass	
		Rubber Thermocol Styrofoam Fabric	•••••
		Leather Rexine Wood	
		Aluminium foil Rotten vegetable Rotten fruit	
		Vegetable & fruits peels Tea leaves Coffee grounds	•••••
		Bones and entrails Fish scales Cooked food	
		Coconut shell & fiber Dried leaves & flowers Batteries	•••••
		Computer parts Wires Electrical equipment	
		Electrical & electronic toys       Remotes       Watches         Cellphones       Paints       Paints	•
		Cleaning agents Solvents Chemicals	
1			

Insecticides & their containers ...... Used syringes......

Expired medicines ...... Thermometers...... Used cosmetics...... Sanitary napkins...... Disposable diapers ...... Bandages...... Bandages......









# 7. Report, Record and Prepare Documentation

Unit 7.1 - Reporting and Documentation of an Accident/Incident

Unit 7.2 - Reporting of Maintenance Related Problems



# - Key Learning Outcomes 🕎



#### At the end of this module, you will:

- 1. Know the importance of reporting and documenting of an accident or incident at workplace
- 2. Know the importance of reporting and documenting of maintenance related problems at workplace
- 3. Know the right procedure of reporting and documenting

# **UNIT 7.1: Reporting and Documentation of an Accident/Incident**

# - Unit Objectives



#### At the end of this unit, you will be able to:

- 1. Know the importance of reporting and documenting of an accident or incident at workplace
- 2. Know the right procedure of reporting and documenting

# 7.1.1 Introduction —

Sometimes, negligence in following and practising safety and preventive measures in workplace by the employees leads to an accident or serious injury. What should you do in case of any accident or hazardous situation? You should always report to your supervisor or manager and document it.

When any accident or injury occurs in the workplace, it is extremely important to report it immediately. It does not matter how minor it is. The incident must be reported and documented even if the injury is minor. Reporting and documenting should be done in a timely manner.

- Minor injuries can worsen or become apparent after several days or months. To get the right treatment for injury, it is important to report and document the incident.
- Reporting an accident or incident right away is a proactive measure to prevent or minimise similar future occurrences.
- Proper documentation is required in order to receive approval regarding incident that results in long term leave or lost time
- For legislative purposes, the accident resulting in serious injury or the death of a worker must be reported.

# 7.1.2 Why Should You Report an Accident or Injury -

As a Housekeeping Attendant, your responsibility is to be aware of potential hazards in the workplace and correct reporting processes. If you notice a potentially hazardous situation or an accident, what should you do?

- You should report it immediately.
- You should fill out the appropriate form.
- You should follow the policy and procedure of your organisation.

# 7.1.3 How Should You Report an Accident/Incident? —

When any accident takes place, you should complete a written accident/incident report or dictate a report to another person, and send the report to the person responsible. You should ensure that the details are accurate and correct.

- Name
- Location
- Sequence of events
- Actions taken

- Date/time of incident
- Environment conditions
- Injuries sustained
- Witnesses

- Date/time of report
- Persons involved
- Damage sustained
- Supervisor/manager notified

# 7.1.4 If You are Injured at Work, You Must -

- Report the injury to your supervisor or manager as soon as possible, and certainly within 24 hours.
- Seek proper treatment for your injury.

# 

- Work in a safe manner to prevent accidents.
- Wear appropriate protective clothing/equipment for the task at hand, at all times.
- Ensure that you have been given enough information and on the job training regarding the services available in your workplace, and the first aid facilities, including:
  - Where to find first aid kits
  - Location of first aid rooms
  - Complete, up-to-date contact details of trained first aid officers in the workplace
  - procedures for critical accidents such as who should be responsible for calling

# Practical 🖔



#### Situation

Suppose there is a fire which breaks out in the mall, how will you report the situation and to whom will you report the situation? If you are injured, what will you do?

# **Exercise**



- 1. An accident should be reported and documented to:
  - a. Get the right treatment for injury
  - b. Prevent accidents in future
  - c. Minimise the causes of accident
  - d. All of these
- 2. A Housekeeping Attendant should report an incident to:
  - a. CEO of the organisation
  - b. His/her family
  - c. Housekeeping supervisor
  - d. Guard of the building

Notes 🗐 —			
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# **UNIT 7.2: Reporting of Maintenance Related Problems**

# - Unit Objectives



#### At the end of this unit, you will:

- 1. Know the importance of reporting and documenting of maintenance related problems at workplace
- 2. Know the right procedure of reporting and documenting

#### 7.2.1 Maintenance Related Problems –

Maintenance problems should always be reported as clients expect that everything in the building will be in good working order. Some problems may be related to maintenance of equipment and machines. In order to prevent accidents and dangerous occurrence, reported faults need to be dealt with efficiently and quickly. This will make the client feel comfortable and well served.

Some examples of maintenance-related problems are:







#### Area-related problems:

In the guest room of a hotel or lobby of an office building, there may be some items which may require repair. These items may be:

- Broken chair
- Broken tables
- Light bulbs
- Dripping taps
- Blocked toilets
- Air conditioning, etc.





#### **PPE-related problems:**

Your personal protective equipment is not in proper shape, like apron is torn or safety helmet is broken, or lenses of safety glasses are scratched.

Do not use damaged personal protective equipment to prevent the injury or accident.





#### **Equipment-related problems:**

A vacuum cleaner is not in working condition or wires are frayed, or handle of mop or bucket is broken. Do not use damaged equipment to prevent the injury or accident.

# 7.2.2 What Should You Do -

As a Housekeeping Attendant you need to fill up a maintenance request form in writing when you find any maintenance problem. Fill up the form correctly and with focus so as to avoid misunderstanding and communicate relevant information to the maintenance department.

An example of a maintenance request/report:

We would like to bring the following to your attention. Kindly check and take the necessary steps to resolve the problems listed below:

Room no/Area: No: 192

Items out of order: 1. Light in lamp on right side of wash basin is out-of-order

2. Water from wash basin faucet is leaking

3. .....

Reported by: Prakash

Date and time: 08.03.2015/ 1600 hours
Designation: Housekeeping attendant

Housekeeping department

# 7.2.3 Reporting and Recording of Lost and Found Property -

If you find any lost property, like a passport, credit cards, jewelery, mobile phone, etc. you should report and hand it in immediately in accordance with your organisation procedures. This is to prevent it from being misplaced or stolen if left lying around. It is important to follow the procedure of the organisation in which you are working. All found items should be recorded in the record book.

Date

Where item was found

■ Who found it

Description of what was found

Cross reference number for storage

■ Date reclaimed or disposed of

■ Date dispatched (if returned to the guest by post)

# 7.2.4 Recording of Your Daily Activities —

You should also fill up the following as a part of your daily activities in accordance with organisation procedure:

- Attendance as per duty roster
- Description of tasks to be performed during the shift
- Unfinished tasks
- Unresolved problems
- Requisition for requirement of housekeeping supplies
- Checklists
- Shift handover and takeover details

# **Practical**



Ask the participants to make a report and record of lost and found property, tell them that all the necessary information should be filled up.

# **Exercise**



#### Tick the correct statement -

- 1. If a Housekeeping Attendant finds a mobile phone in a public restroom, he should:
  - a. Keep it in his/her pocket
  - b. Report to supervisor
- 2. If personal protective equipment are damaged, it should be reported to housekeeping supervisor.
  - a. Yes
  - b. No
- 3. Reporting of frayed wires of a vacuum cleaner can prevent safety hazard.
  - a. Yes
  - b. No
- 4. A Housekeeping Attendant signs in attendance register everyday.
  - a. Yes
  - b. No
- 5. Match column 'A' with column 'B':

Column 'A' Column 'B'

Broken chair PPE related problem

Torn gloves Equipment related problem

Frayed wires Area related problem

- 6. What information is needed in order to report and record the lost and found property?
  - a. Date
  - b. Where item was found
  - c. Who found it
  - d. All of the above

Notes			
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# 8. Communicate with Customer and Colleagues

Unit 8.1 - Personal and Professional Appearance and Attributes

Unit 8.2 - Communication Skills



# – Key Learning Outcomes 🙄



#### At the end of this module, you will be able to:

- 1. Understand the importance of professional appearance
- 2. Maintain a professional appearance
- 3. Understand the personal and professional attributes needed by HA
- 4. Communicate with customers and co-workers effectively

# **UNIT 8.1: Personal and Professional Appearance and Attributes**

# - Unit Objectives



#### At the end of this unit, you will be able to:

- 1. Understand the importance of personal and professional appearance and attributes
- 2. Maintain a professional appearance

#### 8.1.1 Uniform -

As a Housekeeping Attendant you need to be well groomed and presentable at all times. It creates a very bad impression if the attendant is not dressed up properly and neatly. As a Housekeeping Attendant, you should be well groomed and look professional.

You are expected to be dressed in a certain way; for example, if your organisation has a uniform, you will need to wear it correctly at all times.

It is the duty of a Housekeeping Attendant to maintain the respect and decorum of the uniform.

There are several purpose and benefits which a uniform serves:

- Guests/visitors and staff in the building are able to identify you easily.
- Your own clothing is protected from being dirty or damaged.
- You are protected from chemicals.
- You look smart and professional, which leaves positive image about your organisation.

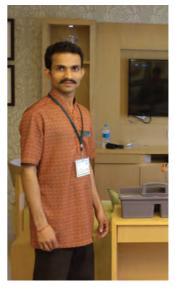


Fig 8.1.1 Housekeeping attendant in uniform

#### You must at all times:



Wear smart, clean and appropriate footwear, clothing and headgears (in case uniform is not provided)

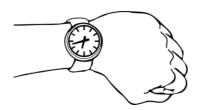
Keep the hair neat and well combed.



Make sure that your nails are clean, cut and tidy



Wear closed shoes which are low healed so that you are able to move quickly and efficiently around your workplace. It also protects you against dangerous machinery and chemicals.



A housekeeping must avoid wearing metal watch and must wear a leather or PVC strapped watch.



Make sure any jewelry, perfume and cosmetics worn are in line with organizational standards.

Do not wear chains around the neck, dangling earrings and loose bracelets.

Be careful of very strong smelling perfume.

# 8.1.2 Always Remember

- You must change into your uniform once you enter your workplace.
- Wear uniform only during duty hours.
- Make sure that your uniform is always neat, clean and wrinkle free.
- The uniform must be kept in good condition.
- Make sure that your uniform has a full set of buttons at all times.
- Follow the code of conduct that your establishment has about wearing your uniform.
- Remember to wear your name badge according to establishment policy.

# **8.1.3** Personal and Professional Attributes

A Housekeeping Attendant should have the following valuable characteristics:

- Pleasant Personality
- Physical Fitness
- Personal Hygiene
- Attention to detail
- Cooperation
- Efficient
- Honesty and dedication

- Good communication skills
- Politeness and civility
- Etiquette and good manners
- Willingness to be of genuine service
- Punctuality
- Calm
- Good communication skills



# -8.1.4 Always Remember

- Greet everybody respectfully and in a friendly manner.
- Behave in a courteous and helpful manner.
- Choose the most appropriate way to communicate with your coworkers and guests.
- Perform your responsibilities and duties efficiently.
- Complete your tasks in set time lines.
- Complete your tasks within organisation policies and procedures.
- Ensure your work is of high quality.
- If a mistake occurs, accept responsibility immediately and honestly.

# **Practical**



Ask the participants to prepare a chart on personal and professional attributes of a Housekeeping Attendant.

# Exercise



#### Tick the appropriate option for each statement

- 1. It is important to keep uniform clean, neat and ironed.
  - a. Yes
  - b. No
- 2. Uniform can be worn by a Housekeeping Attendant anywhere.
  - a. Yes
  - b. No
- 3. It is not necessary to wear ID card during duty.
  - a. Yes
  - b. No
- 4. A Housekeeping Attendant should have good communication skills.
  - a. Yes
  - b. No
- 5. A Housekeeping Attendant can wear heavy jewellery during duty.
  - a. Yes
  - b. No
- 6. What are benefits of the uniform?
  - a. It protects you from chemical and other related materials
  - b. It protects your own clothing from getting dirty
  - c. It helps the guests/visitors/staff in the building to identify you
  - d. All of the above
- 7. A Housekeeping Attendant must have which of the following skills:
  - a. Good communication skills
  - b. Efficiency
  - c. Attention to details
  - d. All of the above

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# **UNIT 8.2: Communication Skills**

# - Unit Objectives



#### At the end of this unit, you will:

- 1. Understand the importance of communicating effectively
- 2. Have skills to communicate with guests/co-workers effectively

# 8.2.1 Courtesy and Communication Skills ———

You must speak in a proper manner as people notice and form judgments on the image you present. This includes taking notice of your, appearance, facial expressions, attitude, tone of voice, courtesy toward others, the way you address people, and your overall level of professionalism.

As a Housekeeping Attendant, you must always be polite and helpful towards guests/visitors/clients in order to promote your organisation positively. Give below are few general guidelines with regards to courtesy:

- Always greet the guests in a polite manner with a smile.
- Do not forget to say 'thank you' and 'please'.
- Say 'thank you', 'good morning' and 'have a nice day' sincerely and in a friendly way.
- Do not pass comments on appearance, race, religion or colour of any guest.
- Always maintain a good body posture.







Fig 8.2.1 Common coustesies

# 8.2.2 Communication Skills

Communication is the two way process of exchanging of thoughts, messages or information.

As a Housekeeping Attendant, you will be communicating with the following two groups:

- Customers/guests be polite, friendly and helpful
- Colleagues be appropriate, polite and efficient.

If you communicate well:

- A better quality of service will be experienced by the client.
- More business will be provided to employers.

There are two main types of communication:

- 1. Verbal communication
- 2. Non-verbal communication

#### 8.2.3 Verbal Communication -

Verbal communication takes place when people excannge words to each other, either spoken or written. Verbal communication can be carried out by:

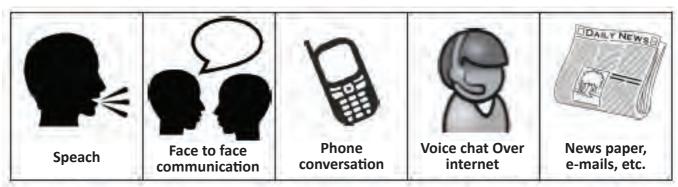


Fig 8.2.2 Verbal communication

Speech has certain characteristics which will affect the message that is being spoken:

- Volume loud speech may sound bossy, very quiet speech cannot be heard.
- Tone use warm tones without sounding over-friendly. Cool tones are very unwelcoming.
- Pace fast speech is not easy to follow. Speak at a reasonable pace so that the other person has a chance to understand.

Correct body language also plays an important role in effective communication. For example, a warm smile accompanying 'Have a nice day' or looking directly at the person who is being spoken to gives a positive image of the organisation.

# 8.2.4 Non-Verbal Communication

Non-verbal communication involves the overall body language of a person. There are two kinds of non-verbal communication:

1. Signs and symbols: for example pictures, or notices, or signboards, or even photographs, sketches and paintings. Here are some examples of different signs and symbols:



Fig 8.2.3 Non-verbal communication

2. Gestures and expressions: hand signs, facial expressions, body postures or body language that can help to convey a message. You can learn to communicate better with others if you learn to recognise some of these.





Fig 8.2.4 Facial expressions

Facial Expression: A frown or smile

**Gestures:** hand or body movement in order to explain or emphasize the verbal message

**Body posture:** A good body posture must be maintained when interacting with guests or colleagues. Do not forget to stand up straight, be positive and look professional. Do not slouch or fiddle with equipments

**Orientation:** Whether we turn away or face the other person

Eye contact: For how long do we look at the other person

**Proximity:** The distance we maintain from a person

**Head nods:** For encouragement, indication of agreement or disagreement.

**Appearance:** Personal grooming and dress

Non-verbal aspect of speech: Pitch and tone of voice









Fig 8.2.5 Body language

These non- verbal clues help in improving quality of communication. Any verbal communication can be reinforced with the help of non-verbal clues. For example, leaning forward and looking at the person you are speaking to and smiling naturally. Your expressions, posture and appearance must be appropriate and should tell the guest that you are professional, competent and willing to help.

Communication takes place in mainly three different ways:

- 1. Talking and listening face-to-face and on the telephone
- 2. Writing and reading messages, forms, report etc.
- 3. **Through body language** including facial expression, gestures, eye contact or looking away/looking at the floor and how close you are to a person.





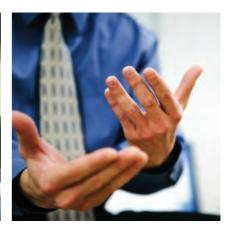


Fig 8.2.6 Communication

# 8.2.5 Active Listening -



Fig 8.2.7 Active Listening

People feel at ease and valued if they know they are being listened to. They will feel more confident and able to make their needs known. The listener gains too, learning more about the person talking – forming better relations with colleagues and providing better quality service to customers.

Listening involves more than just hearing what someone says. It is an active process:

- Full attention must be given to the speaker. It is no good letting the mind wander, or getting distracted by things going on around you.
- Show interest in what the speaker is saying. Avoid interruptions or attempts to disagree with the speaker.
- Identify the important things the speaker is saying but ignore interesting but irrelevant details.

- Take action on what has been said. If necessary, make notes or fetch other staff so they can take actions.
- Listening also involves noticing the body language of the person for example- not maintaining eye contact might suggest that you are not interested in talking.
- Constantly looking at the watch might suggest that the person is in hurry or bored.

# **Practical**



Do a role play to show communication skills by verbal & non-verbal communication

#### For example:

In verbal communication, ask the participants to check themselves through face to face interaction.

In non-verbal communication, ask the participants to check themselves through their body posture.

Exercise	
1. Write down the main types of communication.	
a	
b	
2. Write down the five ways of verbal communication.	
a	
b	
3. Write down the types of non-verbal communication.	
a	
b	
4. The main type of communication includes:	
a. Verbal	
b. Non-Verbal	
c. Both a and b	
d. None of the above	
5. Non-verbal communication includes:	
a. Volume	
b. Tone	
c. Gestures	
d. None of the above	
Notes =	

# notes













## 9. Working Effectively with Others

Unit 9.1 - Working effectively with others

Unit 9.2 - Planning and Organising the Work



## r Key Learning Outcomes 🙄



At the end of this module, you will be able to:

- 1. Plan and organise your own work
- 2. Work effectively with team members

## **UNIT 9.1: Working Effectively with Others**

## **Unit Objectives**



## At the end of this unit, you will be able to:

- 1. Work as a team member in an efficient manner
- 2. Develop interpersonal skills as well as team working skills
- 3. Manage your anger and resolve problems in workplace

## 9.1.1 Communicate Effectively

When a housekeeping assistant works as part of a team, the job itself becomes easier and more efficient.'Team' includes your supervisor or manager and other people working at the same level in your team. Being a part of team helps in developing skills like speaking, listening, leadership, working with and motivating others. Working with others will also help identify your own strengths and weaknesses.

In order to maximise the benefits of working in a team, you will need to:



Fig 9.1.1 Working in a team

Effective communication between you and your co-workers or supervisor minimises uncertainty and doubts and prevents misunderstanding, confusion and conflict in the workplace. Effective communication includes:

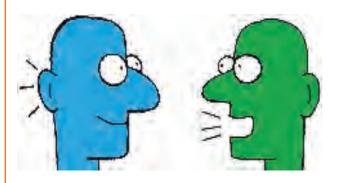


Fig 9.1.2 Effective communication

## **Clear speaking**

Clear speaking means conveying the message or information to others effectively. You should maintain clear comunications with your co-workers. For example: if you have to go somewhere urgently, make sure you properly converse with your co-worker about your work responsibility and then leave your duty. Any miscommunication can lead to non-accomplishment of task.

Always use appropriate tone, pitch and language to convey your message.

### **Active listening**

The most important aspect of communication is active listening.

It involves focusing completely on what the other person is saying, asking questions, taking time to understand what the other person is saying, and not interfering and interrupting at inappropriate times.







Fig 9.1.3 Way to effective listening

## **9.1.2 Cooperate With Team Members**

As a Housekeeping Attendant, you will be involved with other people in your workplace. In order to reach the organisational goals, cooperation and understanding is very necessary, therefore you must cooperate with your team members and work together as a team in order to reach the goal.

For example: Help your co-worker who has a deadline to meet, and he will then help you when you have a large volume of work. But ensure the help given to co-worker is within the limits of your own job role and it does not prevent your own work from being completed on time.



Fig 9.1.4 Coorperation

## 9.1.3 Complete Given Tasks in Time -

As you are working as part of a team or group, if you do not complete your tasks in time, it affects the completion of tasks by other people. You should therefore identify, plan and prioritise your work goals, and complete the given tasks in time.



Fig 9.1.5 Time management

## 9.1.4 Deal Effectively With Problems



Fig 9.1.6 Conflict resolution

When a group of people work together, there are chances of arising conflicts. Conflict can arise between you and your co-workers and it has to be solved before it affects the effectiveness of a working environment. Let's see what one can do to resolve conflict and manage anger in workplace.

### **Conflict resolution**

As a housekeeping assistant, you might encounter various situations where a conflict happens with your co-workers and other related teams as everyone has different goals and expectations. Conflicts are inevitable.

To maintain a harmonious and healthy working environment, a housekeeping assistant must avoid arguments and disputes and resolve conflicts.

In a workplace, general conflicts that a housekeeping assistant may come across are inappropriate delegation of authority, inappropriate and unequal assigned duties, unrealistic goals, over commitment or differences in thoughts between co-workers etc. Most conflicts happen due to the problem of coordination and commitment.





Fig 9.1.7 Say not to anger

## Here are tips to resolve conflicts:

- Smile whenever you can.
- Say good things.
- Praise the other person.
- When you listen, pay attention.
- If others find fault in you, do not get angry.
- Think before you find faults in others.
- Do not overcommit.
- Speak less, listen more.

### **Anger management**

Anger in workplace is potentially harmful and leads to many negative consequences. For example, it can damage relationships with your seniors and co-workers; and it can lead people to lose trust and respect for you, especially when you react instantly and angrily to something. you also lose the ability to take proper decisions and find solutions. It can leave a negative effect on your work performance.

## When anger strikes, you should:

- Take deep breath
- Count till 10 slowly
- Imagine how would your favourite leader handle this situation.
- Close your eyes as soon as you can and consciously think to unclench your jaw and loosen your muscles.

## 9.1.5 Feedback —

Feedback from your supervisor or other co-workers help you to identify your plus and minus points. It also helps you to improve your weak areas. You should take feedback positively and work to improve your performances.



Fig 9.1.8 Feedback

## **Exercise**



- 1. Clear speaking includes:
  - a. Talking politely
  - b. Always smiling
  - c. Always using appropriate tone, pitch and language
  - d. All of the above
- 2. Active listening includes:
  - a. Giving full attention to what other people are saying
  - b. Asking questions as appropriate
  - c. Not interrupting at inappropriate times
  - d. All of the above

Notes 📙	<b>]</b>				

## **UNIT 9.2: Planning and Organising the Work**

## - Unit Objectives



## At the end of this unit, you will be able to:

- 1. Understand the need and importent of time management
- 2. Plan and organise your tasks in the workplace
- 3. Know how to plan and organise your work

## 9.2.1 Time Management

Planning and organising the work in the workplace has many positive effects. It makes you more focused and more productive in your work so that you can deliver your best in an efficient way.

As a Housekeeping Attendant, you have to perform multiple tasks like cleaning the floors, cleaning the restrooms and bathrooms, cleaning the common areas, replenishing the supplies, reporting the supervisor, etc. So, you need to do prior planning before starting the day. Make sure that you have all the information necessary at the start of each job. This will cut down on mistakes and will enable you to complete the work correctly and on time. Here are some of the most important skills that, as a Housekeeping Attendant, you must have:

Time management is an effective tool to perform well. Good time management skills allow you to be more productive. Time management involves effective goal setting, scheduling of your time, delegating tasks, prioritising and choosing what to do and what not to do, analysing and reviewing your spent time, organising your workspace, keeping your concentration and focus at your work and motivating yourself to work towards a goal.

## Best practices for time management include:

**Prioritise the tasks.** Even though it may seem like everything is important, there are certain tasks that are more important than others. Learn to identify which tasks are more important and need to be done first. Prioritise and sequence your tasks as per job requirement.



Fig 9.2.1 Best prectices for time management

**Make a To-do list.** Write down a To-do list. To-do lists are extremely important for efficient work. Using "To Do Lists" allows you to stay focused, help you remember to carry out all necessary tasks and enables you to complete the most important jobs first.

**Schedule it.** Give a timeline for each To-do item. Before beginning a task, estimate how long it will take for completion. Then, work to complete the task within that time frame.

**Minimise the time robbers.** Time robbers are those activities which create interruption at the workplace and stop you from achieving the set goals. For example: poor planning and scheduling, taking long tea breaks, chatting on the phone, or gossiping with other co-workers.

## 9.2.2 Other Professional Skills —————

### **Decision making**

One good professional skill you must have is the skill to make good decisions. As a Housekeeping Attendant, you are responsible for making a place clean, neat and tidy as best as you can. In workplace, you will have to make many decisions, for example – personal safety while using cleaning products and supplies, or how best to accomplish cleaning tasks in the allocated time.

### **Problem solving**

As a Housekeeping Attendant, you may face many complaints and situations, such as a flooding toilet, or damaged equipment. Evaluate the seriousness of the problem and take immediate or temporary actions to minimise the damage before contacting the appropriate authority.

## **Practical**



Divide the class into two groups, give them a task to perform and tell them that they have to show their time management skills, decision making skills and problem solving skills

## **Exercise**



- 1. 'To do' lists are extremely important for efficient work.
  - a. True
  - b. False
- 2. Long chats on personal mobile phones are allowed while commencing the tasks.
  - a. True
  - b. False
- 3. Given assignments should be completed in set time limit.
  - a. True
  - b. False

	р.	False
6.	Wh	at does time management include?
	a.	Goal setting
	b.	Unorganised workspace
	c.	Not keeping the concentration and focus at work
	d.	Demotivating yourself to work towards a goal
N	ote	es 🗎 —

4. Ability to prioritise the tasks leads to complete the tasks effectively.

5. Gossiping at work stops you from achieving the goal of completing the task in time.

a. Trueb. False

a. True











# 10. Gender and Age Sensitivity

Unit 10.1 - Gender and Age Sensitivity



## - Key Learning Outcomes 🙄



## At the end of this module, you will be able to:

- 1. Develop understanding of gender equality and sensitivity
- 2. Know about gender sensitivity in the context of the Hospitality Sector
- 3. Provide best services as per the client's needs and preferences

## **UNIT 10.1: Gender and Age Sensitivity**

## **Unit Objectives**



## At the end of this unit, you will be able to:

- 1. Develop understanding of gender equality and sensitivity
- 2. Know about gender sensitivity in the context of the Hospitality Sector
- 3. Provide best services as per the client's needs and preferences

## **10.1.1** Introduction –

In this unit we will be discussing about gender sensitivity for treating different genders and age groups of tourists or local customers such as men, women, children and senior citizens by offering them service as per their requirements as well as treating women with respect and ensuring personal and material safety at all times.

## 10.1.2 Understanding Gender Equality and Sensitivity -

The biological status of a person is referred as his/her gender. It is categorized in male, female or intersex.

The act of being aware of the way people think about gender is referred to as gender sensitivity. It gets expressed through the choice of language of people.

A gender role is a set of social and behavioral norms that are generally considered appropriate for either a man or a woman in a social or interpersonal relationship.

Sexual Harassment includes any one or more of the following unwelcome acts or behaviours (whether directly or by implication) namely:

- Physical contact and advances
- A demand or request for sexual favours
- Making sexually coloured remarks
- Showing pornography
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature

**Internal Complaint Committee:** An internal complaint committee must be formulated by every institute, in order to address complaint regarding sexual harassment and to resolve gender issues. It is important that individuals are approached with respect. The Housekeeping Attendant must have a proper understanding about the the various types of prejudice that exists as a result of difference between people, like:

- Ethnic background
- Education

- Religion
- Gender
- Sexual orientation
- Physical or mental disabilities.

**Discrimination:** Discrimination is an action or behavior based on prejudiced attitudes. Discriminatory behavior uses physical differences between people to justify unfavorable treatment towards people. Discrimination can target people who are perceived as part of a "different" group (e.g., women, people with disabilities, people from different racial or ethnic backgrounds, etc.) and has the effect of excluding or restricting their access to housing, employment, education, services, or participation in an organisation.

Discrimination can take the form of unfavorable treatment of one individual by another, or the exclusion or restriction of one group by another. It is important to remember that, to discriminate, one group must have social, economic and/or political power over another group.

Discrimination in employment: It refers to any act relating to recruitment, selection, promotion, training, firing, compensation, etc. that is not based on a person's skill or ability to fulfill the legitimate requirements of a job. While individuals have the right to exercise tastes and preferences in their personal lives, everyone has a legislated responsibility to eliminate discriminatory behavior and practices from their employment related activities.

**Racism:** Racism is the systematic mistreatment of a group of persons on the basis of their race, skin colour, ethnic origin, nationality, or religion.

Racial or Ethnic Harassment includes: unwelcome remarks, jokes, innuendoes, or taunts about a person's racial or ethnic background, colour, place of birth, citizenship, or ancestry, the display of racist, derogatory, or offensive pictures or material, refusal to converse or work with an employee because of that employee's racial or ethnic background, using insulting gestures or playing practical jokes which, because they are based on racial or ethnic grounds, cause embarrassment or awkwardness and physical abuse. Sexual Harassment Includes:

- Touching or Patting unnecessarily
- Remarks that are sexually aggressive or suggestive
- Staring at a person's body

**Eve Teasing:** Eve-teasing is normally meant as teasing a girl or woman. "Eve-teasing" refers to public sexual harassment or street harassment to a girl by a boy, when it turns into a serious issue.

## **10.1.3** Gender Sensitivity in Hospitality Industry —

The hospitality and tourism industry depends by and large on travellers and tourists. Of late women travelers have become very important consumer segment within the tourism industry. They make around 70% of travel decisions.

Women travelers play an important role in decision making, they have a different attitude towards travel. The assumption that tourism marketing is consumed identically by all tourists regardless of gender is critically flawed as preferences for travel experiences differ by gender.

In terms of lodging preferences, women focus mostly on criteria regarding security, personal services and low prices during hotel selection while men consider business services and facilities as being important. Ten most important things as identified by women travellers are: 'Comfort', 'Parking', 'Security', 'Services', 'Complimentary', 'Price-sensitive', 'Safety', 'Single-sensitive', 'Lounge', and 'Fire safety'.

Thus, it becomes essential for the hospitality industry to understand gender differences and service clients accordingly. For eg, some hotels have entire 'women only' floors and take care of small but important issues like choice of magazines in the lobby, skirt hangers in rooms etc., to be sensitive to different clients.

As an HA, you must develop the skills to work effectively with culturally diverse clients and co-workers

### You will need to:

- Be aware of your own attitude, values, biases and cultural background that might affect your ability to assist the clients from different cultural background. Rectify and correct any biases or prejudice which you have regarding different cultural groups.
- In order to enhance your understanding and address the needs of culturally diverse clients you need to educate yourself regarding it. This includes gaining knowledge about social, cultural, political, psychological, economic and historical material specific to the particular ethnic group being served.
- Recognise that ethnicity and culture may have an impact on a client's behavior.
- Respect the client's spiritual and religious beliefs and values.
- Eliminate prejudice, biases and discriminatory practices.
- Convey the information in the language which is easy for client to understand.

The key element in any housekeeping training program must be emergency preparedness. All the staff members must be prepared to implement their organisation's disaster plan and all of them must know their role. A Housekeeping Attendant must be alert for breach of safety at smallest level. They must identify the different types of threats to international or domestic tourists and must also know how to maintain the safety of customer's and colleagues.

You must also understand standard procedures to be followed in the event of a terrorist attack.

### Educate customer on specific facilities and services available for different categories of customers

As an HA, you should educate different categories of customers such as female customers, senior citizen customers and colleagues on available facilities so that they feel safe and secure.

- Educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them
- Tell them about the policies of the company in order to prevent women from objectifications by other customers and staff and sexual harassments, both physical and verbal.
- Make them aware about all the facilities available with respect to transportation facilities, night trips, maternity related issues, safeguards and reporting of abuse and other grievances.
- Make them aware about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards and women's helpline.
- Provide the necessary comfort to the female travelers such as secure and safe environment, chain locks/ latches, smoke detectors, comfortable accommodation, etc.
- Maintain compliant behavioural etiquette while dealing with women customers such as asking permission before
  entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.
- Make sure that the customer feels safe and protected at all times without being threatened by any security procedure.
- Make sure that during any terrorist attacks, customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties.

### Provide gender and age specific services as per their unique and collective requirements

As an HA, you must help create enjoyable guest experience by accepting their social behavior standards even if they may be different from your own standards. You should understand different acceptable standards of behavior in the different cultures and societies to which customers belong. This will ensure maximum guest satisfaction.

### Some guidelines you can follow for practising this are:

- Ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman or child, particularly the very young and the aged
- Be aware of the customer's unique needs and wants of each category of customers, e.g., for an infant, for a young woman, for an old person and others
- Coordinate with team members to meet these unique needs, also keeping in mind their diverse cultural backgrounds
- Provide entertainment programs and events suited for child tourists
- Educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies
- Arrange for transport and equipment as required by senior citizens
- Ensure availability of medical facilities and doctor

## 10.1.4 Follow Standard Etiquette with Women at Workplace

There is a need to make sure that women are protected from sexual harassment at all the workplaces. This will lead to realisation of their right to life and liberty, gender equality and equality in working conditions everywhere. Women's participation in work will improve if they feel secured at the workplace, this will further result in economic empowerment and inclusive growth.

An HA should communicate properly and build a good rapport with the customers while maintaining etiquette, especially with the women at the workplace.

- Women must be treated equally
- Ensure fair and equal pay, formal training, advancement opportunities and improved benefits etc. to women in the workplace
- Women must be involved in management professions and decision making process
- Avoid specific discrimination and give women their due respect
- Motivate the women in the work place towards utilising their skills
- Educate the tourists, employers and colleagues at workplace on women rights and the respect that is to be given to them
- Establish policies to protect the women from objectifications by customers and colleagues and sexual harassments, both physical and verbal.
- Frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell etc.

Ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with
night shifts, attend guest rooms, back end work, etc.

<ul><li>Ensure safety and security of women at all</li></ul>	levels.
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Notes				











# 11. Maintain a Safe,Hygienic and SecureWorking Environment

Unit 11.1 - Personal Health and Hygiene

Unit 11.2 - Safety in Workplace



THC/N9906 and THC/N9907

## – Key Learning Outcomes 🙄



## At the end of this module, you will be able to:

- 1. Maintain personal health and hygiene
- 2. Identify and deal with hazards and risks at workplace
- 3. Learn safe work practices to minimise the risks at workplace

## **UNIT 11.1: Personal Health and Hygiene**

## **Unit Objectives**



## At the end of this unit, you will be able to:

- 1. Understand importance of personal health and hygiene
- 2. Maintain a clean and hygienic personal appearance and health
- 3. Report illness and infections

## **11.1.1** Personal Appearance

As a Housekeeping Attendant, you need to maintain a high standard of personal health and hygiene because your duties are physically demanding. You should adhere to certain grooming and personal presentation standards. Washing hair, brushing teeth and having a fresh clean body odour are very important if you are working as a Housekeeping Attendant in a facility.

## As a Housekeeping Attendant, you must at all times:

Wear clean, smart and appropriate clothing. (In case uniform is not provided), footwear and headgear.

Keep your hair clean and tied up

Make sure that your nails are clean and tidy.

Ensure that any perfume, jewelry, and cosmetic worn are according to the organisational standards.



Fig 11.1.1 Housekeeping attendant - personal appearance

## 11.1.2 Personal Hygiene

Maintaining personal hygiene is very important for you. Your personal hygiene not only affects you, it affects others too.

### **Practice personal cleanliness**

Bacteria will start growing on you body if you don't shower regularly and carry dirt on your body. Given below are the important rules of personal cleanliness:

- Take bath everyday
- Hair and nails must be kept neat and clean
- Brush your teeth twice a day and use a breath refresher
- Wear clean and tidy clothes



Fig 11.1.2 Personal cleanliness activities

## Wash your hands

In order to prevent bacteria from spreading, it is important to wash your hands from one place to the next.

Wash your hands every time you:

- Have used the toilet
- Blow your nose or use a tissue/handkerchief
- Cough or sneeze
- Have handled food



Fig 11.1.3 Hand wash

- Have handled waste
- Have been in contact with any possibly contaminated items or areas, like toilets etc.
- Move from one guest room/washroom to the next

### **Avoid bad habits**

Avoid bad habits like eating tobacco, drinking alcohol, or smoking as it might have negative effect on your health. Smoking causes bad odours, smelly breath, stained teeth, chronic coughing, yellow fingernails etc., all of which can be detrimental to your work ability and professional appearance.

## nental to your work ability and professional appearance. No Tobacco

### Other bad habits may include:

- Scratching your body any areas
- Picking pimples or sores
- Wiping your hands on your clothes
- Continuously wiping your hands on your uniform/ apron may cause three things to happen:
  - Your uniform/apron will get wet and be an ideal place for bacteria to grow



**No Smoking** 

No Alchohol







Fig 11.1.4 Bad habits

- You will deposit dirt and bacteria onto the uniform/apron
- You will transfer bacteria and dirt from your apron to the area you are working in and the items you handle.

These bad habits are not only detrimental to your own health and the satisfaction of the guests, but also cause unhygienic conditions, as bacteria spreads more readily.

## 11.1.3 Illness and Injuries ———

You must always be fit and in good health. Do not come to work if you are ill as it might affect the co-workers and guests. Consult a doctor if the illness prolongs for a longer period of time.

Injuries like cuts should be properly covered so as to prevent more bleeding and oozing of puss, as these body fluids may be contaminated with harmful bacteria.

You should immediately report your illness and any injury to your supervisor and follow the procedure as per the organisation's policy.



Fig 11.1.5 Hand Injury

## **Practical**



Ask the participants to prepare a chart on personal hygiene and then ask them what they would do to treat an injury or illness.

## **Exercise**



- 1. If a Housekeeping Attendant is ill or injured, what should he/she do?
  - a. Take right treatment
  - b. Inform supervisor
  - c. None of these
  - d. Both a and b
- 2. What does personal hygiene include?
  - a. Wearing dirty clothes
  - b. Shower, bathe or wash thoroughly everyday
  - c. Keeping hair and nails dirty
  - d. None of the above

Notes 🗏 —			

## **UNIT 11.2: Safety in Workplace – Identify and Deal with Hazards**

## **Unit Objectives**



## At the end of this unit, you will be able to:

- 1. Identify and deal with hazards and risks at workplace
- 2. Take preventive measures to minimize the potential risks
- Report any potential hazard to your supervisor

## 11.2.1 Types of Hazards/Risks at Workplace

As a Housekeeping Attendant, it is very important for you to try and avoid accidents from occurring at workplace. You should understand the risks/hazards and preventive measures that you should be aware of while at work. Using proper procedures, and equipment and tools will lower the frequency of accidents and serious injuries.



## **Trips & falls**

### Causes:

- Leaving the objects on the stairs, or in the corridors
- Not using the tools properly. For example: placing step ladder on uneven
- Not fastening the windows before cleaning them
- Poor maintenance. For example: torn carpet, damaged flooring, bed loghting
- Carrying many items at the same time, obstructing your vision
- Cables across doorways
- Not wearing appropriate clothes



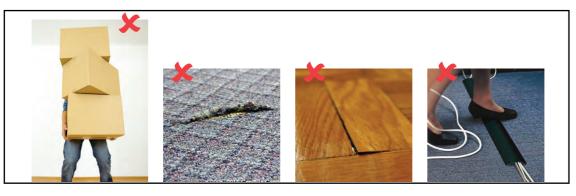
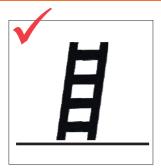
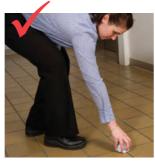


Fig 11.2.1 Causes of trips & falls





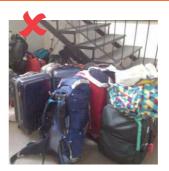




Fig 11.2.2 Preventive measures to avoid trips & falls

### **Preventive measures:**

- Pick up anything that falls on the floor immediately
- Use correct way of using step ladder.
  - 1. Don't stretch yourself much to avoid losing your balance and falling.
  - 2. Keep the ladder on leveled floor to avoid the ladder fall
- Securely fasten the windows before attempting to clean them. Never lean against a window when cleaning it
- Report maintenance faults to your supervisor
- Never leave objects and waste on the stairs, in the corridors or fire exits
- Avoid stretching cables across doorways
- Do not lift too many items at the same time so that your vision is not blocked
- Dress properly, do not wear loose fitting clothes



## **Cuts**

### Causes:

- Poor maintenace. For example : nail protruding from a surface
- Sharp objects. For example : broken glass or razor blades
- Incorrect way of disposing sharp objects







Fig 11.2.3 Preventive causes of cuts

## **Preventive measures:**

- Clean up the glass before it hurts you or others
- Wear rubber gloves while disposing sharp objects
- Report maintenance faults to your supervisor
- Check the surface for things before running your hands on it









Fig 11.2.4 Preventive measures for cuts

- Avoid putting hand in the waste paper basket as it might contain razor blades and broken glass.
- Do not dispose broken glass or crockery, or sharp objects into the plastic waste bag; wrap them in paper or keep them in containers meant for them before disposal



Fig 11.2.5 Burn

## **Burns/chemical burns**

### Causes:

- Hot water/hot surface
- Incorrect way of using cleaning agents
- Not storing cleaning agents in proper way. For example: 1. Leaving the container open 2. Keeping the cleaning agents in unlabelled containers
- Not following manufacturer's instructions
- Incorrect way of disposing the cleaning solution
- Not using personal protective equipment (PPE)

### Preventive measures:

- Don't clean light bulbs which have not cooled down.
- Be aware of the hot water running in the taps of bathrooms.







Fig 11.2.6 Preventive measures

- Use cleaning agents according to the directions given by the manufacturer
- Do not mix cleaning agents together
- Always open the windows before making the cleaning solution

- Do not pour cleaning agents into unlabelled containers, glasses or coffee cups
- Always wear personal protective equipments (PPE) while handling chemicals. For example: gloves, eye protection, apron
- Store cleaning agents in a separate locked area
- Never leave the container open or unattended
- Discard any leftover and used cleaning solution promptly and properly



### **Biohazards**

### Causes:

- Not using appropriate personal protective equipments
- Not using the correct method of disposing contaminated objects. For example: razor blades, needles, syringes
- Not disinfecting the used equipments properly
- Not washing hands thoroughly after cleaning

### **Preventive measures:**

- Always wear personal protective equipments (PPE) while handling chemicals. For example: gloves, eye protection, apron
- Follow the correct procedure of disposing contaminated objects
- Disinfect and clean used equipments thoroughly after cleaning
- Wash your hands thoroughly







Fig 11.2.7 Preventive measures for biohazards

## Personal injury – strain, sprain, back injury

### Causes:

- Incorrect method of lifting, pushing, pulling and carrying objects
- Lifting excessive weight
- Standing on the edge of stairs or bath tub

- Selection of inappropriate equipment. For example: short ladder to clean the ceiling or fan
- Poor maintenance of equipment. For example: damaged ladder or step stool

### **Preventive measures:**

- Use correct body postures to do your tasks of cleaning
- Use housekeeping carts, mop bucket with wheels, removable ramps
- Do not lift heavy objects without assistance
- Select appropriate equipments for your tasks. For example: tall ladder to reach the height
- Place ladder on leveled surface
- Report to your supervisor immediately about the damaged equipments
- Do not run in workplace
- Do not leave objects in corridors, on stairs or blocking fire exits









Fig 11.2.8 Correct lifting practices

## **Electrical shocks**

## Causes:

- Damaged cords or wires
- Using electrical equipments near water

### **Preventive measures:**

- Protect electrical sockets and plugs from water.
- Do not use any electrical equipment with frayed flexes.



- Make sure the socket is in an OFF position before plugging anything into it.
- Make sure that the machine is in an OFF position when plugging it into the socket.

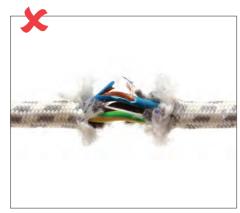




Fig 11.2.9 Dangerous prectices

## 11.2.2 Fire -



Fire is the most threatening and most common hazard in a workplace, especially in a hotel. It does not discriminate people and property. You need to adopt all the measures which would reduce the risk of fire. Ensure that tools, equipments and machinery connected to electricity work properly. It is important for you to be aware of the evacuation plan of the building.

## Causes:

- Electricity
- Cleaning supplies (liquid substances)
- Flammable liquids
- Combustible liquids/items
- Smoking
- Improper storage
- Unattended cooking







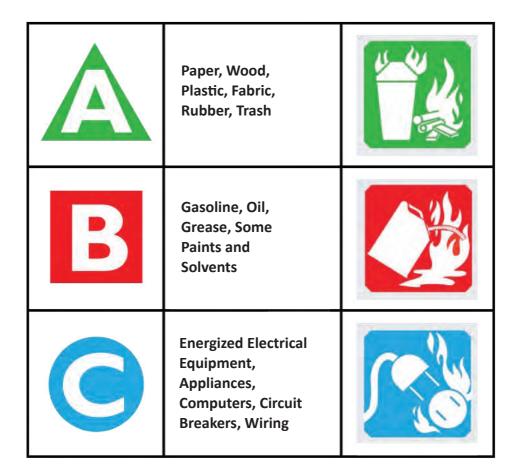




### Preventive measures:

- Keep electrical equipments away from water
- Do not leave equipment unattended if connected to the electricity
- Store cleaning agents only in designated areas
- Do not leave cleaning agents or chemicals unattended
- Dress properly, do not wear loose fitting
- Do not smoke within the working environment

## Types of fire



## Types of fire

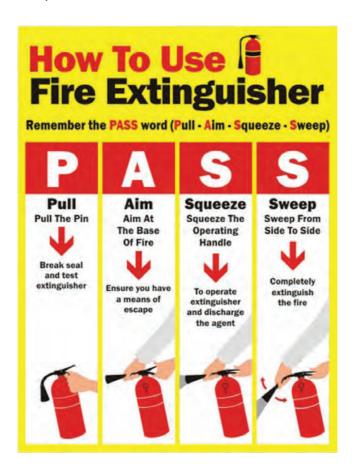
- 1. Sand
- 2. Water
- 3. Foam
- 4. CO2
- 5. Dry chemical powder (DCP)

## Know your fire extinguisher code



## How to use fire extinguisher

When using a fire extinguisher, always remember the PASS.



### R.A.C.E. Method For Fire Response

### R - Rescue

Assist the visitors and move the patients or impaired employees away from the area where there is fire or smoke. Do it if you can without harming yourself.

### A - Alert others

Activate manual pull station alarm as soon as possible. Call the Fire Brigade number and any other emergency number as may be applicable to your work place location and state the location, type of fire and size. Notify co-workers - and make sure everybody in the area, and in other departments in your area, knows as well.

### C - Confine

Shut all the doors and windows and pack sheets and towels under doors to contain smoke.

### If there is oxygen in the area:

Oxygen to a patient can be shut off by a nurse at the bedside after other staff have the patient and are ventilating them.

Oxygen to a zone (a whole unit) can only be shut off by Maintenance and Engineering after nursing staff authorise it (patients on oxygen are cared for).

Oxygen to the building is only shut off after the Fire Marshal orders it and after nursing staff authorise it (patients on oxygen are cared for).

### E - Extinguish

• Select the appropriate fire extinguisher.

### E - Evacuate

- Move people (guests, visitors, staff) to a safe area
- Until ordered by the Fire Marshal to move, stay in evacuation area.
- Staff on floors above the fire use fire stairwells to evacuate
- Shut the doors behind you.
- If you are not at the scene of the fire, make sure you can hear overhead instructions and the 'all clear'. Have someone posted in the hallway to relay this information.

## Remember

- Learn the telephone number of fire brigade in order to call to report a fire in the building.
- Identify the fire compartments and their location in the workplace.
- Learn the R.A.C.F method
- Learn the differences between response to fire at the scene of the fire, and response to a fire on a different floor or in a different compartment.

## 11.2.3 Other Hygiene and Safety Risks in Workplace

There are also other hygiene and safety risks which you can face while performing your cleaning jobs. They are:

## Hygiene and safety risks in bathrooms/restrooms

The bathroom must be cleaned properly so that it smells good and fresh as it a potential source of infection and disease.

When cleaning a bathroom you may be expose to a number of hygiene risks.

You may find various body fluids in the guest bathrooms such as vomit, blood etc. These may carry contagious illnesses, and must therefore be handled and treated very carefully.



Fig 11.2.11 AIDS awareness

Precaution against infectious diseases like HIV/Aids

As a Housekeeping Attendant, you may encounter biohazards including blood and other bodily fluids during your regular work shift. All biohazards should be treated as if they are contaminated with potentially infectious diseases like HIV and Hepatitis B.

You need to take special care when handling or cleaning anything that may have had contact with any other person's blood or semen, such as razors, used razor blades, hypodermic needles, used condoms, sanitary towels, soiled sheets or towels, vomit or excreta. The appropriate PPE should be used while doing cleaning jobs.

### **Preventive measures**

Follow these disinfection procedures when wiping up spills of blood, semen, mucus, vomit and other body fluids:

- Wear a plastic apron and rubber gloves.
- Make up your disinfectant according to manufacturer's instructions.
- Use a cloth or mop to disinfect the contaminated area.
- Soak the contaminated area of soft furnishing or upholstered chair with disinfectant and then leave it to dry.
- Let the disinfectant work, then after some time, mop up the disinfectant area and wash the surrounding area.
- Rinse the apron and gloves, without taking them off.
- Wash out the mop head in disinfectant.
- Throw the disinfectant down a toilet; place the cloth in a plastic bag and dispose it properly.
- Leave gloves, apron and mop to dry before putting away.
- Wash hands thoroughly.







Fig 11.2.12 Hygiene prectices

## 

All accidents should be reported to your supervisor. It should also be recorded in the accident book. The information required will be date and time, description of the accident, the staff and guests(s) involved and the supervisor in attendance.



Fig 11.2.13 Report incidents

## 11.2.5 First Aid ————



Fig 11.2.14 First aid

You must know the location of the first aid box and must be able to use it, if an accidents occurs. Contact the designated first aid person in case of an accident. You must be well aware about the basic treatments for minor injuries in case you have to treat someone or yourself.

## **11.2.6 Treating Small Common Injuries** —

## **Minor cuts**

- Dress the cut or scrape with a clean bandage after washing it.
- Apply clean dressing to the wound with a firm constant pressure, if the bleeding persists.
- If in any doubt about the injury, seek medical aid.



Fig 11.2.15 Treating small injuries

### **Minor Burns**

- The injured part must be placed under slow running cold water for atleast 10 mins.
- Remove any ring, belt, watch from the injured area, before it swells up.
- Dress with clean, non-fluffy, sterile material.
- Avoid using adhesive dressing
- Avoid applying lotion or ointments to any burns or scalds.
- Avoid breaking blisters.
- If in doubt, seek medical aid.











Fig 11.2.16 Minor burns

## 11.2.7 Always Remember

- Always use personal protective equipment (PPE)
- Always use warning/hazard signs
- Reach out to a proper person to report any accident or incident
- Report any potential risk or hazard quickly to the proper person
- Maintain health and hygiene and follow safety procedures at the workplace
- Follow safe lifting and handling techniques to minimise the risk
- Practise emergency procedures correctly
- Follow organisational security procedures
- Know the location of "First Aid" box
- Learn the usage of fire extinguisher and its location

# Practical 2



Ask the participants to make a chart on each type of hazards and risks, its cause and its preventive measures.

# **Exercise**



- 1. Fire takes place because of:
  - a. Smoking
  - b. Unattended cooking
  - c. Short circuit
  - d. All of these
- 2. What causes slips?
  - a. Not wearing right footwear
  - b. Leaving the area wet
  - c. Not displaying warning signs for wet floor
  - d. All of the above
- 3. What causes trips and falls?
  - a. Leaving the objects on the stairs, or in the corridors
  - b. Using the tools properly
  - c. Proper maintenance
  - d. Wearing appropriate clothing
- 4. What causes burns?
  - a. Correct way of using cleaning agents
  - b. Hot water/ hot surface
  - c. Storing cleaning agents in a proper way
  - d. Using personal protective equipment













# 12. Employability and Entrepreneurship Skills

Unit 12.1 – Personal Strengths & Value Systems

Unit 12.2 - Digital Literacy: A Recap

Unit 12.3 – Money Matters

Unit 12.4 – Preparing for Employment & Self Employment

Unit 12.5 – Understanding Entrepreneurship

Unit 12.6 – Preparing to be an Entrepreneur



#### **Key Learning Outcomes**



#### At the end of this unit, you will be able to:

- 1. Explain the meaning of health
- 2. List common health issues
- 3. Discuss tips to prevent common health issues
- 4. Explain the meaning of hygiene
- 5. Discuss the purpose of Swacch Bharat Abhiyan
- 6. Explain the meaning of habit
- 7. Discuss ways to set up a safe work environment
- 8. Discuss critical safety habits to be followed by employees
- 9. Explain the importance of self-analysis
- 10. Discuss motivation with the help of Maslow's Hierarchy of Needs
- 11. Discuss the meaning of achievement motivation
- 12. List the characteristics of entrepreneurs with achievement motivation
- 13. List the different factors that motivate you
- 14. Discuss the role of attitude in self-analysis
- 15. Discuss how to maintain a positive attitude
- 16. List your strengths and weaknesses
- 17. Discuss the qualities of honest people
- 18. Describe the importance of honesty in entrepreneurs
- 19. Discuss the elements of a strong work ethic
- 20. Discuss how to foster a good work ethic
- 21. List the characteristics of highly creative people
- 22. List the characteristics of highly innovative people
- 23. Discuss the benefits of time management
- 24. List the traits of effective time managers
- 25. Describe effective time management technique
- 26. Discuss the importance of anger management
- 27. Describe anger management strategies
- 28. Discuss tips for anger management
- 29. Discuss the causes of stress
- 30. Discuss the symptoms of stress
- 31. Discuss tips for stress management
- 32. Identify the basic parts of a computer
- 33. Identify the basic parts of a keyboard
- 34. Recall basic computer terminology
- 35. Recall basic computer terminology

- 36. Recall the functions of basic computer keys
- 37. Discuss the main applications of MS Office
- 38. Discuss the benefits of Microsoft Outlook
- 39. Discuss the different types of e-commerce
- 40. List the benefits of e-commerce for retailers and customers
- 41. Discuss how the Digital India campaign will help boost e-commerce in India
- 42. Describe how you will sell a product or service on an e-commerce platform
- 43. Discuss the importance of saving money
- 44. Discuss the benefits of saving money
- 45. Discuss the main types of bank accounts
- 46. Describe the process of opening a bank account
- 47. Differentiate between fixed and variable costs
- 48. Describe the main types of investment options
- 49. Describe the different types of insurance products
- 50. Describe the different types of taxes
- 51. Discuss the uses of online banking
- 52. Discuss the main types of electronic funds transfers
- 53. Discuss the steps to prepare for an interview
- **54.** Discuss the steps to create an effective Resume
- 55. Discuss the most frequently asked interview questions
- 56. Discuss how to answer the most frequently asked interview questions
- 57. Discuss basic workplace terminology
- 58. Discuss the concept of entrepreneurship
- 59. Discuss the importance of entrepreneurship
- 60. Describe the characteristics of an entrepreneur
- 61. Describe the different types of enterprises
- 62. List the qualities of an effective leader
- 63. Discuss the benefits of effective leadership
- 64. List the traits of an effective team
- 65. Discuss the importance of listening effectively
- 66. Discuss how to listen effectively
- 67. Discuss the importance of speaking effectively
- 68. Discuss how to speak effectively
- 69. Discuss how to solve problems
- 70. List important problem solving traits
- 71. Discuss ways to assess problem solving skills
- 72. Discuss the importance of negotiation

- 73. Discuss how to negotiate
- 74. Discuss how to identify new business opportunities
- 75. Discuss how to identify business opportunities within your business
- 76. Explain the meaning of entrepreneur
- 77. Describe the different types of entrepreneurs
- 78. List the characteristics of entrepreneurs
- 79. Recall entrepreneur success stories
- 80. Discuss the entrepreneurial process
- 81. Describe the entrepreneurship ecosystem
- 82. Discuss the purpose of the Make in India campaign
- 83. Discuss key schemes to promote entrepreneurs
- 84. Discuss the relationship between entrepreneurship and risk appetite
- 85. Discuss the relationship between entrepreneurship and resilience
- 86. Describe the characteristics of a resilient entrepreneur
- 87. Discuss how to deal with failure
- 88. Discuss how market research is carried out
- 89. Describe the 4 Ps of marketing
- 90. Discuss the importance of idea generation
- 91. Recall basic business terminology
- 92. Discuss the need for CRM
- 93. Discuss the benefits of CRM
- 94. Discuss the need for networking
- 95. Discuss the benefits of networking
- 96. Discuss the importance of setting goals
- 97. Differentiate between short-term, medium-term and long-term goals
- 98. Discuss how to write a business plan
- 99. Explain the financial planning process
- 100. Discuss ways to manage your risk
- 101. Describe the procedure and formalities for applying for bank finance
- 102. Discuss how to manage your own enterprise
- 103. List important questions that every entrepreneur should ask before starting an enterprise

### **UNIT 12.1: Personal Strengths & Value Systems**

# **Unit Objectives**



#### At the end of this unit, you will be able to:

- 1. Explain the meaning of health
- 2. List common health issues
- 3. Discuss tips to prevent common health issues
- 4. Explain the meaning of hygiene
- 5. Discuss the purpose of Swacch Bharat Abhiyan
- 6. Explain the meaning of habit
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- 8. Discuss critical safety habits to be followed by employees
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- 11. Discuss the meaning of achievement motivation
- 12. List the characteristics of entrepreneurs with achievement motivation
- 13. List the different factors that motivate you
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- 24. List the traits of effective time managers
- 25. Describe effective time management technique
- 26. Discuss the importance of anger management
- 27. Describe anger management strategies
- 28. Discuss tips for anger management
- 29. Discuss the causes of stress
- 30. Discuss the symptoms of stress
- 31. Discuss tips for stress management

## 12.1.1 Health, Habits, Hygiene: What is Health

As per the World Health Organization (WHO), health is a "State of complete physical, mental, and social well-being, and not merely the absence of disease or infirmity." This means being healthy does not simply mean not being unhealthy – it also means you need to be at peace emotionally, and feel fit physically. For example, you cannot say you are healthy simply because you do not have any physical ailments like a cold or cough. You also need to think about whether you are feeling calm, relaxed and happy.

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Some common health issues are:

- Allergies
- Asthma
- Skin Disorders
- Depression and Anxiety
- Diabetes
- Cough, Cold, Sore Throat
- Difficulty Sleeping
- Obesity

### **Tips to Prevent Health Issues**

Taking measures to prevent ill health is always better than curing a disease or sickness. You can stay healthy by:

- Eating healthy foods like fruits, vegetables and nuts
- Cutting back on unhealthy and sugary foods
- Drinking enough water everyday
- Not smoking or drinking alcohol
- Exercising for at least 30 minutes a day, 4-5 times a week
- · Taking vaccinations when required
- Practicing yoga exercises and meditatio

How many of these health standards do you follow? Tick the ones that apply to you.

1.	Get minimum 7-8 hours of sleep every night.	
2.	Avoid checking email first thing in the morning and right before you go to bed at night.	
3.	Don't skip meals – eat regular meals at correct meal times.	
4.	Read a little bit every single day.	
5.	Eat more home cooked food than junk food.	

	õ.	Stand more than you sit.	
	). 7 <sub>.</sub>	Drink a glass of water first thing in the morning and have at least 8 glasses of water	
′	•	through the day.	
8	3.	Go to the doctor and dentist for regular checkups.	
ç	).	Exercise for 30 minutes at least 5 days a week.	
1	0.	Avoid consuming lots of aerated beverages.	
<b>┌ \</b>	N	hat is Hygiene ———————————————————————————————————	
ŀ	ıel	per the World Health Organization (WHO), "Hygiene refers to conditions and practices p to maintain health and prevent the spread of diseases." In other words, hygiene mounting that you do whatever is required to keep your surroundings clean, so that you re	eans
t	he	chances of spreading germs and diseases.	
k c	For instance, think about the kitchen in your home. Good hygiene means ensuring the kitchen is always spick and span, the food is put away, dishes are washed and dustbins a overflowing with garbage. Doing all this will reduce the chances of attracting pests like r cockroaches, and prevent the growth of fungus and other bacteria, which could spread dis		
ŀ	łο۱	w many of these health standards do you follow? Tick the ones that apply to you.	
1	L <b>.</b>	Have a bath or shower every day with soap – and wash your hair with shampoo 2-3 times a week.	
2	2.	Wear a fresh pair of clean undergarments every day.	
3	3.	Brush your teeth in the morning and before going to bed.	
4	ŀ.	Cut your fingernails and toenails regularly.	
5	).	Wash your hands with soap after going to the toilet.	
E	ò.	Use an anti-perspirant deodorant on your underarms if you sweat a lot.	
7	7.	Wash your hands with soap before cooking or eating.	
8	3.	Stay home when you are sick, so other people don't catch what you have.	
g	).	Wash dirty clothes with laundry soap before wearing them again.	
1	0.	Cover your nose with a tissue/your hand when coughing or sneezing.	
		e how healthy and hygienic you are, by giving yourself 1 point for every ticked statemen take a look at what your score means.	nent!
Y	ou/	ur Score	
		7/20: You need to work a lot harder to stay fit and fine! Make it a point to practice poits daily and see how much better you feel!	good
		4/20: Not bad, but there is scope for improvement! Try and add a few more good habitur daily routine.	its to
1	4-	20/20: Great job! Keep up the good work! Your body and mind thank you!	

### **Swachh Bharat Abhiyan**

We have already discussed the importance of following good hygiene and health practices for ourselves. But, it is not enough for us to be healthy and hygienic. We must also extend this standard to our homes, our immediate surroundings and to our country as a whole.

The 'Swachh Bharat Abhiyan' (Clean India Mission) launched by Prime Minister Shri Narendra Modi on 2<sup>nd</sup> October 2014, believes in doing exactly this. The aim of this mission is to clean the streets and roads of India and raise the overall level of cleanliness. Currently this mission covers 4,041 cities and towns across the country. Millions of our people have taken the pledge for a clean India. You should take the pledge too, and do everything possible to keep our country clean!

#### What are Habits

A habit is a behaviour that is repeated frequently. All of us have good habits and bad habits. Keep in mind the phrase by John Dryden: "We first make our habits, and then our habits make us." This is why it is so important that you make good habits a way of life, and consciously avoid practicing bad habits.

Some good habits that you should make part of your daily routine are:

- Always having a positive attitude
- Making exercise a part of your daily routine
- Reading motivational and inspirational stories
- Smiling! Make it a habit to smile as often as possible
- Making time for family and friends
- Going to bed early and waking up early

Some bad habits that you should quit immediately are:

- Skipping breakfast
- Snacking frequently even when you are not hungry
- Eating too much fattening and sugary food
- Smoking, drinking alcohol and doing drugs
- Spending more money than you can afford
- Worrying about unimportant issues
- Staying up late and waking up late



- Following healthy and hygienic practices every day will make you feel good mentally and physically.
- Hygiene is two-thirds of health so good hygiene will help you stay strong and healthy!

### 12.1.2: Safety: Tips to Design a Safe Workplace

Every employer is obligated to ensure that his workplace follows the highest possible safety protocol. When setting up a business, owners must make it a point to:

- Use ergonomically designed furniture and equipment to avoid stooping and twisting
- Provide mechanical aids to avoid lifting or carrying heavy objects
- Have protective equipment on hand for hazardous jobs
- Designate emergency exits and ensure they are easily accessible
- Set down health codes and ensure they are implemented
- Follow the practice of regular safety inspections in and around the workplace
- Ensure regular building inspections are conducted
- Get expert advice on workplace safety and follow it

# **Non-Negotiable Employee Safety Habits**

Every employee is obligated to follow all safety protocols put in place by the employer. All employees must make it a habit to:

- Immediately report unsafe conditions to a supervisor
- Recognize and report safety hazards that could lead to slips, trips and falls
- Report all injuries and accidents to a supervisor
- Wear the correct protective equipment when required
- Learn how to correctly use equipment provided for safety purposes
- Be aware of and avoid actions that could endanger other people
- Take rest breaks during the day and some time off from work during the week



- Be aware of what emergency number to call at the time of a workplace emergency
- Practice evacuation drills regularly to avoid chaotic evacuations

# 12.1.3 Self Analysis – Attitude, Achievement Motivation: What is Self-Analysis

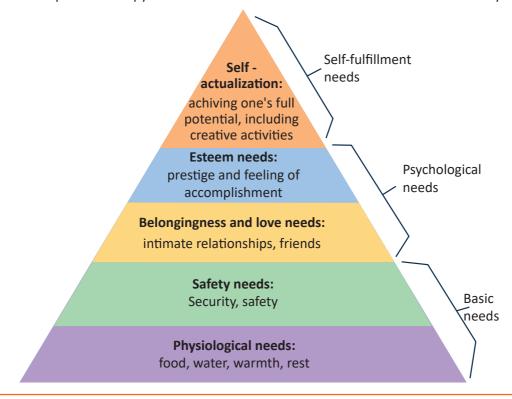
To truly achieve your full potential, you need to take a deep look inside yourself and find out what kind of person you really are. This attempt to understand your personality is known as self-analysis. Assessing yourself in this manner will help you grow, and will also help you to identify areas within yourself that need to be further developed, changed or eliminated. You can better understand yourself by taking a deep look at what motivates you, what your attitude is like, and what your strengths and weaknesses are.

#### What is Motivation

Very simply put, motivation is your reason for acting or behaving in a certain manner. It is important to understand that not everyone is motivated by the same desires — people are motivated by many, many different things. We can understand this better by looking at Maslow's Hierarchy of Needs.

# **Maslow's Hierarchy of Needs**

Famous American psychologist Abraham Maslow wanted to understand what motivates people. He believed that people have five types of needs, ranging from very basic needs (called physiological needs) to more important needs that are required for self-growth (called self-actualization needs). Between the physiological and self-actualization needs are three other needs — safety needs, belongingness and love needs, and esteem needs. These needs are usually shown as a pyramid with five levels and are known as Maslow's Hierarchy of Needs.



As you can see from the pyramid, the lowest level depicts the most basic needs. Maslow believed that our behaviour is motivated by our basic needs, until those needs are met. Once they are fulfilled, we move to the next level and are motived by the next level of needs. Let's understand this better with an example.

Rupa comes from a very poor family. She never has enough food, water, warmth or rest. According to Maslow, until Rupa is sure that she will get these basic needs, she will not even think about the next level of needs – her safety needs. But, once Rupa is confident that her basic needs will be met, she will move to the next level, and her behaviour will then be motivated by her need for security and safety. Once these new needs are met, Rupa will once again move to the next level, and be motivated by her need for relationships and friends. Once this need is satisfied, Rupa will then focus on the fourth level of needs – her esteem needs, after which she will move up to the fifth and last level of needs – the desire to achieve her full potential.

### **Understanding Achievement Motivation**

We now know that people are motivated by basic, psychological and self-fulfillment needs. However, certain people are also motivated by the achievement of highly challenging accomplishments. This is known as Achievement Motivation, or 'need for achievement'.

The level of motivation achievement in a person differs from individual to individual. It is important that entrepreneurs have a high level of achievement motivation — a deep desire to accomplish something important and unique. It is equally important that they hire people who are also highly motivated by challenges and success.

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	What Motivates You
	What are the things that really motivate you? List down five things that really motivate you. Remember to answer honestly!
	I am motivated by:

# **Characteristics of Entrepreneurs with Achievement Motivation**

Entrepreneurs with achievement motivation can be described as follows:

- Unafraid to take risks for personal accomplishment
- Love being challenged
- Future-oriented
- Flexible and adaptive
- Value negative feedback more than positive feedback
- Think about it:
- How many of these traits do you have?

- Very persistent when it comes to achieving goals
- Extremely courageous
- Highly creative and innovative
- Restless constantly looking to achieve more
- Feel personally responsible for solving problems
- Can you think of entrepreneurs who display these traits?

#### What is Attitude

Now that we understand why motivation is so important for self-analysis, let's look at the role our attitude plays in better understanding ourselves. Attitude can be described as your tendency (positive or negative), to think and feel about someone or something. Attitude is the foundation for success in every aspect of life. Our attitude can be our best friend or our worst enemy. In other words:

#### "The only disability in life is a bad attitude."

When you start a business, you are sure to encounter a wide variety of emotions, from difficult times and failures to good times and successes. Your attitude is what will see you through the tough times and guide you towards success. Attitude is also infectious. It affects everyone around you, from your customers to your employees to your investors. A positive attitude helps build confidence in the workplace while a negative attitude is likely to result in the demotivation of your people.

#### How to Cultivate a Positive Attitude

The good news is attitude is a choice. So it is possible to improve, control and change our attitude, if we decide we want to! The following tips help foster a positive mindset:

- Remember that you control your attitude, not the other way around
- Devote at least 15 minutes a day towards reading, watching or listening to something positive
- Avoid negative people who only complain and stop complaining yourself
- Expand your vocabulary with positive words and delete negative phrases from your mind
- Be appreciative and focus on what's good in yourself, in your life, and in others
- Stop thinking of yourself as a victim and start being proactive
- Imagine yourself succeeding and achieving your goals

# **What Are Your Strengths and Weaknesses**

Another way to analyze yourself is by honestly identifying your strengths and weaknesses. This will help you use your strengths to your best advantage and reduce your weaknesses.

Note down all your strengths and weaknesses in the two columns below. Remember to be honest with yourself!

Strengths	Weaknesses



- Achievement motivation can be learned.
- Don't be afraid to make mistakes.
- Train yourself to finish what you start.
- Dream big.

### 12.1.4 Honesty & Work Ethics: What is Honesty

Honesty is the quality of being fair and truthful. It means speaking and acting in a manner that inspires trust. A person who is described as honest is seen as truthful and sincere, and as someone who isn't deceitful or devious and doesn't steal or cheat. There are two dimensions of honesty – one is honesty in communication and the other is honesty in conduct.

Honesty is an extremely important trait because it results in peace of mind and builds relationships that are based on trust. Being dishonest, on the other hand, results in anxiety and leads to relationships full of distrust and conflict.

# **Qualities of Honest People**

Honest individuals have certain distinct characteristics. Some common qualities among honest people are:

- 1. They don't worry about what others think of them. They believe in being themselves they don't bother about whether they are liked or disliked for their personalities.
- 2. They stand up for their beliefs. They won't think twice about giving their honest opinion, even if they are aware that their point of view lies with the minority.
- 3. They are think skinned. This means they are not affected by others judging them harshly for their honest opinions.
- 4. They forge trusting, meaningful and healthy friendships. Honest people usually surround themselves with honest friends. They have faith that their friends will be truthful and upfront with them at all times.
- 5. They are trusted by their peers. They are seen as people who can be counted on for truthful and objective feedback and advice.

# **Importance of Honesty in Entrepreneurs**

One of the most important characteristics of entrepreneurs is honesty. When entrepreneurs are honest with their customers, employees and investors, it shows that they respect those that they work with. It is also important that entrepreneurs remain honest with themselves. Let's look at how being honest would lead to great benefits for entrepreneurs.

- Honesty and customers: When entrepreneurs are honest with their customers it leads to stronger relationships, which in turn results in business growth and a stronger customer network.
- Honesty and employees: When entrepreneurs build honest relationships with their employees, it leads to more transparency in the workplace, which results in higher work performance and better results.
- Honesty and investors: For entrepreneurs, being honest with investors means not only
  sharing strengths but also candidly disclosing current and potential weaknesses, problem
  areas and solution strategies. Keep in mind that investors have a lot of experience with
  startups and are aware that all new companies have problems. Claiming that everything is
  perfectly fine and running smoothly is a red flag for most investors.
- Honesty with oneself: The consequences of being dishonest with oneself can lead to dire
  results, especially in the case of entrepreneurs. For entrepreneurs to succeed, it is critical
  that they remain realistic about their situation at all times, and accurately judge every
  aspect of their enterprise for what it truly is.

#### What are Work Ethics

Being ethical in the workplace means displaying values like honesty, integrity and respect in all your decisions and communications. It means not displaying negative qualities like lying, cheating and stealing.

Workplace ethics play a big role in the profitability of a company. It is as crucial to an enterprise as high morale and teamwork. This is why most companies lay down specific workplace ethic guidelines that must compulsorily be followed by their employees. These guidelines are typically outlined in a company's employee handbook.

### **Elements of a Strong Work Ethic**

An entrepreneur must display strong work ethics, as well as hire only those individuals who believe in and display the same level of ethical behavior in the workplace. Some elements of a strong work ethic are:

- **Professionalism**: This involves everything from how you present yourself in a corporate setting to the manner in which you treat others in the workplace.
- **Respectfulness**: This means remaining poised and diplomatic regardless of how stressful or volatile a situation is.
- **Dependability**: This means always keeping your word, whether it's arriving on time for a meeting or delivering work on time.
- **Dedication**: This means refusing to quit until the designated work is done, and completing the work at the highest possible level of excellence.
- **Determination**: This means embracing obstacles as challenges rather than letting them stop you, and pushing ahead with purpose and resilience to get the desired results.
- Accountability: This means taking responsibility for your actions and the consequences of your actions, and not making excuses for your mistakes.
- **Humility**: This means acknowledging everyone's efforts and had work, and sharing the credit for accomplishments.

#### **How to Foster a Good Work Ethic**

As an entrepreneur, it is important that you clearly define the kind of behaviour that you expect from each and every team member in the workplace. You should make it clear that you expect employees to display positive work ethics like:

- **Honesty**: All work assigned to a person should be done with complete honesty, without any deceit or lies.
- Good attitude: All team members should be optimistic, energetic, and positive.
- **Reliability**: Employees should show up where they are supposed to be, when they are supposed to be there.
- **Good work habits**: Employees should always be well groomed, never use inappropriate language, conduct themselves professionally at all times, etc.
- **Initiative**: Doing the bare minimum is not enough. Every team member needs to be proactive and show initiative.
- **Trustworthiness**: Trust is non-negotiable. If an employee cannot be trusted, it's time to let that employee go.

- **Respect**: Employees need to respect the company, the law, their work, their colleagues and themselves.
- **Integrity**: Each and every team member should be completely ethical and must display above board behaviour at all times.
- **Efficiency**: Efficient employees help a company grow while inefficient employees result in a waste of time and resources.



- Don't get angry when someone tells you the truth and you don't like what you hear.
- Always be willing to accept responsibility for your mistakes.

### 12.1.5 Creativity & Innovation: What is Creativity

Creativity means thinking outside the box. It means viewing things in new ways or from different perspectives, and then converting these ideas into reality. Creativity involves two parts: thinking and producing. Simply having an idea makes you imaginative, not creative. However, having an idea and acting on it makes you creative.

# **Characteristics of Highly Creative People**

Some characteristics of creative people are:

- They are imaginative and playful
- They see issues from different angles
- They notice small details
- They have very little tolerance for boredom
- They detest rules and routine
- They love to daydream
- They are very curious

#### What is Innovation

There are many different definitions of innovation. In simple terms, innovation means turning an idea into a solution that adds value. It can also mean adding value by implementing a new product, service or process, or significantly improving on an existing product, service or process.

# **Characteristics of Highly Innovative People**

Some characteristics of highly innovative people are:

- They embrace doing things differently
- They don't believe in taking shortcuts
- They are not afraid to be unconventional
- They are highly proactive and persistent
- They are organized, cautious and risk-averse



- Take regular breaks from your creative work to recharge yourself and gain fresh perspective.
- Build prototypes frequently, test them out, get feedback, and make the required changes.

### **12.1.6** Time Management: What is Time Management

Time management is the process organizing your time, and deciding how to allocate your time between different activities. Good time management is the difference between working smart (getting more done in less time) and working hard (working for more time to get more done).

Effective time management leads to an efficient work output, even when you are faced with tight deadlines and high pressure situations. On the other hand, not managing your time effectively results in inefficient output and increases stress and anxiety.

## **Benefits of Time Management**

Time management can lead to huge benefits like:

- · Greater productivity
- Better professional reputation
- Higher chances for career advancement •
- Higher efficiency
- Reduced stress
  - Greater opportunities to achieve goals

Not managing time effectively can result in undesirable consequences like:

- Missing deadlines
- Substandard work quality
- Stalled career

- Inefficient work output
- Poor professional reputation
- Increase in stress and anxiety

## **Traits of Effective Time Managers**

Some traits of effective time managers are:

- They begin projects early
- They set daily objectives
- They modify plans if required, to achieve better results
- They are flexible and open-minded
- They inform people in advance if their help will be required
- They know how to say no

- They break tasks into steps with specific deadlines
- They continually review long term goals
- They think of alternate solutions if and when required
- They ask for help when required
- They create backup plans

# **Effective Time Management Techniques**

You can manage your time better by putting into practice certain time management techniques. Some helpful tips are:

- Plan out your day as well as plan for interruptions. Give yourself at least 30 minutes to figure out your time plan. In your plan, schedule some time for interruptions.
- Put up a "Do Not Disturb" sign when you absolutely have to complete a certain amount of work.
- Close your mind to all distractions. Train yourself to ignore ringing phones, don't reply to chat messages and disconnect from social media sites.

- Delegate your work. This will not only help your work get done faster, but will also show you the unique skills and abilities of those around you.
- Stop procrastinating. Remind yourself that procrastination typically arises due to the fear of failure or the belief that you cannot do things as perfectly as you wish to do them.
- Prioritize. List each task to be completed in order of its urgency or importance level. Then focus on completing each task, one by one.
- Maintain a log of your work activities. Analyze the log to help you understand how efficient you are, and how much time is wasted every day.
- Create time management goals to reduce time wastage.



- Always complete the most important tasks first.
- Get at least 7 8 hours of sleep every day.
- Start your day early.
- Don't waste too much time on small, unimportant details.
- Set a time limit for every task that you will undertake.
- Give yourself some time to unwind between tasks.

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### 12.1.8 Stress Management: What is Stress

We say we are 'stressed' when we feel overloaded and unsure of our ability to deal with the pressures placed on us. Anything that challenges or threatens our well-being can be defined as a stress. It is important to note that stress can be good and bad. While good stress keeps us going, negative stress undermines our mental and physical health. This is why it is so important to manage negative stress effectively.

#### **Causes of Stress**

Stress can be caused by internal and external factors.

#### Internal causes of stress

- Constant worry
- Rigid thinking
- Unrealistic expectations
- **External causes of stress**
- Major life changes
- Difficulties with relationships
- Having too much to do

- Pessimism
- Negative self-talk
- All in or all out attitude
- Difficulties at work or in school
- Financial difficulties
- Worrying about one's children and/or family

## **Symptoms of Stress**

Stress can manifest itself in numerous ways. Take a look at the cognitive, emotional, physical and behavioral symptoms of stress.

Cognitive Symptoms	Emotional Symptoms
Memory problems	Depression
Concentration issues	Agitation
Lack of judgement	Irritability
Pessimism	• Loneliness
Anxiety	• Anxiety
Constant worrying	Anger

Physical Symptoms	Behavioral Symptoms
Aches and pain	Increase or decrease in appetite
Diarrhea or constipation	Over sleeping or not sleeping enough
Nausea	Withdrawing socially
Dizziness	Ignoring responsibilities
Chest pain and/or rapid heartbeat	Consumption of alcohol or cigarettes
Frequent cold or flu like feelings	Nervous habits like nail biting, pacing etc.

### **Tips to Manage Stress**

The following tips can help you manage your stress better:

- Note down the different ways in which you can handle the various sources of your stress.
- Remember that you cannot control everything, but you can control how you respond.
- Discuss your feelings, opinions and beliefs rather than reacting angrily, defensively or passively.
- Practice relaxation techniques like meditation, yoga or tai chi when you start feeling stressed.
- Devote a part of your day towards exercise.
- Eat healthy foods like fruits and vegetables. Avoid unhealthy foods especially those containing large amounts of sugar.
- Plan your day so that you can manage your time better, with less stress.
- Say no to people and things when required.
- Schedule time to pursue your hobbies and interests.
- Ensure you get at least 7-8 hours of sleep.
- Reduce your caffeine intake.
- Increase the time spent with family and friends.



- Force yourself to smile even if you feel stressed. Smiling makes us feel relaxed and happy.
- Stop yourself from feeling and thinking like a victim. Change your attitude and focus on being proactive.

# 12.2. Digital Literacy: A Recap

### **Unit Objectives**



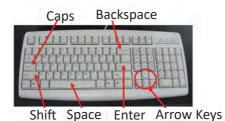
#### At the end of this unit, you will be able to:

- 1. Identify the basic parts of a computer
- 2. Identify the basic parts of a keyboard
- 3. Recall basic computer terminology
- 4. Recall basic computer terminology
- 5. Recall the functions of basic computer keys
- 6. Discuss the main applications of MS Office
- 7. Discuss the benefits of Microsoft Outlook
- 8. Discuss the different types of e-commerce
- 9. List the benefits of e-commerce for retailers and customers
- 10. Discuss how the Digital India campaign will help boost e-commerce in India
- 11. Describe how you will sell a product or service on an e-commerce platform

# **12.2.1** Computer and Internet basics: Basic Parts of a Computer



- **Central Processing Unit (CPU)**: The brain of the computer. It interprets and carries out program instructions.
- Hard Drive: A device that stores large amounts of data.
- **Monitor**: The device that contains the computer screen where the information is visually displayed.
- Mouse: A hand-held device used to point to items on the monitor.
- Speakers: Devices that enable you to hear sound from the computer.
- **Printer**: A device that converts output from a computer into printed paper documents.



**Arrow Keys**: Press these keys to move your cursor.

- **Space bar**: Adds a space.
- Enter/Return: Moves your cursor to a new line.
- Shift: Press this key if you want to type a capital letter or the upper symbol of a key.
- **Caps Lock**: Press this key if you want all the letters you type to be capital letters. Press it again to revert back to typing lowercase letters.
- Backspace: Deletes everything to the left of your cursor.

#### **Basic Internet Terms**

- The Internet: A vast, international collection of computer networks that transfers information.
- The World Wide Web: A system that lets you access information on the Internet.
- **Website**: A location on the World Wide Web (and Internet) that contains information about a specific topic.
- **Homepage**: Provides information about a website and directs you to other pages on that website.
- **Link/Hyperlink**: A highlighted or underlined icon, graphic, or text that takes you to another file or object.
- Web Address/URL: The address for a website.
- Address Box: A box in the browser window where you can type in a web address.



- When visiting a .com address, there no need to type http:// or even www. Just type the name of the website and then press Ctrl + Enter. (Example: Type 'apple' and press Ctrl + Enter to go to www.apple.com)
- Press the Ctrl key and press the + or to increase and decrease the size of text.
- Press F5 or Ctrl + R to refresh or reload a web page.

#### 12.2.2 MS Office and Email: About MS Office

MS Office or Microsoft Office is a suite of computer programs developed by Microsoft. Although meant for all users, it offers different versions that cater specifically to students, home users and business users. All the programs are compatible with both, Windows and Macintosh.

### **Most Popular Office Products**

Some of the most popular and universally used MS Office applications are:

- Microsoft Word: Allows users to type text and add images to a document.
- **Microsoft Excel**: Allows users to enter data into a spreadsheet and create calculations and graphs.
- **Microsoft PowerPoint**: Allows users to add text, pictures and media and create slideshows and presentations.
- Microsoft Outlook: Allows users to send and receive email.
- Microsoft OneNote: Allows users to make drawings and notes with the feel of a pen on paper.
- Microsoft Access: Allows users to store data over many tables.

### Why Choose Microsoft Outlook

A popular email management choice especially in the workplace, Microsoft Outlook also includes an address book, notebook, web browser and calendar. Some major benefits of this program are:

- **Integrated search function**: You can use keywords to search for data across all Outlook programs.
- Enhanced security: Your email is safe from hackers, junk mail and phishing website email.
- Email syncing: Sync your mail with your calendar, contact list, notes in OneNote and...your phone!
- Offline access to email: No Internet? No problem! Write emails offline and send them when you're connected again.



- Press Ctrl+R as a shortcut method to reply to email.
- Set your desktop notifications only for very important emails.
- Flag messages quickly by selecting messages and hitting the Insert key.
- Save frequently sent emails as a template to reuse again and again.
- Conveniently save important emails as files.

#### 12.2.3 E-Commerce: What is E-Commerce

E-commerce is the buying or selling of goods and services, or the transmitting of money or data, electronically on the internet. E-Commerce is the short form for "electronic commerce."

### **Examples of E-Commerce**

Some examples of e-commerce are:

- · Online shopping
- Online auctions
- Online ticketing

- Electronic payments
- Internet banking

## **Types of E-Commerce**

E-commerce can be classified based on the types of participants in the transaction. The main types of e-commerce are:

- Business to Business (B2B): Both the transacting parties are businesses.
- Business to Consumer (B2C): Businesses sell electronically to end-consumers.
- **Consumer to Consumer (C2C)**: Consumers come together to buy, sell or trade items to other consumers.
- **Consumer-to-Business (C2B)**: Consumers make products or services available for purchase to companies looking for exactly those services or products.
- **Business-to-Administration (B2A)**: Online transactions conducted between companies and public administration.
- **Consumer-to-Administration (C2A)**: Online transactions conducted between individuals and public administration.

#### **Benefits of E-Commerce**

The e-commerce business provides some benefits for retailers and customers.

#### Benefits for retailers:

- Establishes an online presence
- Reduces operational costs by removing overhead costs
- Increases brand awareness through the use of good keywords
- Increases sales by removing geographical and time constraints

#### **Benefits for customers:**

- Offers a wider range of choice than any physical store
- Enables goods and services to be purchased from remote locations
- Enables consumers to perform price comparisons

### **Digital India Campaign**

Prime Minister Narendra Modi launched the Digital India campaign in 2015, with the objective of offering every citizen of India access to digital services, knowledge and information. The campaign aims to improve the country's online infrastructure and increase internet connectivity, thus boosting the e-commerce industry.

Currently, the majority of online transactions come from tier 2 and tier 3 cities. Once the Digital India campaign is in place, the government will deliver services through mobile connectivity, which will help deliver internet to remote corners of the country. This will help the e-commerce market to enter India's tier 4 towns and rural areas.

### **E-Commerce Activity**

Choose a product or service that you want to sell online. Write a brief note explaining how you will use existing e-commerce platforms, or create a new e-commerce platform, to sell your product or service.



- Before launching your e-commerce platform, test everything.
- Pay close and personal attention to your social media.

# 12.3: Money Matters

### **Unit Objectives**



#### At the end of this unit, you will be able to:

- 1. Discuss the importance of saving money
- 2. Discuss the benefits of saving money
- 3. Discuss the main types of bank accounts
- 4. Describe the process of opening a bank account
- 5. Differentiate between fixed and variable costs
- 6. Describe the main types of investment options
- 7. Describe the different types of insurance products
- 8. Describe the different types of taxes
- 9. Discuss the uses of online banking
- 10. Discuss the main types of electronic funds transfers

# **12.3.1** Personal Finance – Why to Save: Importance of Saving

We all know that the future is unpredictable. You never know what will happen tomorrow, next week or next year. That's why saving money steadily through the years is so important. Saving money will help improve your financial situation over time. But more importantly, knowing that you have money stashed away for an emergency will give you peace of mind. Saving money also opens the door to many more options and possibilities.

# **Benefits of Saving**

Inculcating the habit of saving leads to a vast number of benefits. Saving helps you:

- **Become financially independent**: When you have enough money saved up to feel secure you can start making your choices, from taking a vacation whenever you want, to switching careers or starting your own business.
- Invest in yourself through education: Through saving, you can earn enough to pay up for courses that will add to your professional experience and ultimately result in higher paying jobs.
- **Get out of debt**: Once you have saved enough as a reserve fund, you can use your savings to pay off debts like loans or bills that have accumulated over time.
- **Be prepared for surprise expenses**: Having money saved enables you to pay for unforeseen expenses like sudden car or house repairs, without feeling financially stressed.
- Pay for emergencies: Saving helps you deal with emergencies like sudden health issues or emergency trips without feeling financially burdened.

- Afford large purchases and achieve major goals: Saving diligently makes it possible to place down payments towards major purchases and goals, like buying a home or a car.
- **Retire**: The money you have saved over the years will keep you comfortable when you no longer have the income you would get from your job.



- Break your spending habit. Try not spending on one expensive item per week, and put the money that you would have spent into your savings.
- Decide that you will not buy anything on certain days or weeks and stick to your word.

# 12.3.2 Types of Bank Accounts, Opening a Bank Account: Types of Bank Accounts

In India, banks offer four main types of bank accounts. These are:

- Current Accounts
- Savings Accounts
- Recurring Deposit Accounts
- Fixed Deposit Accounts

#### **Current Accounts**

Current accounts offer the most liquid deposits and thus, are best suited for businessmen and companies. As these accounts are not meant for investments and savings, there is no imposed limit on the number or amount of transactions that can be made on any given day. Current account holders are not paid any interest on the amounts held in their accounts. They are charged for certain services offered on such accounts.

#### **Savings Accounts**

Savings accounts are meant to promote savings, and are therefore the number one choice for salaried individuals, pensioners and students. While there is no restriction on the number and amount of deposits made, there are usually restrictions on the number and amount of withdrawals. Savings account holders are paid interest on their savings.

#### **Recurring Deposit Accounts**

Recurring Deposit accounts, also called RD accounts, are the accounts of choice for those who want to save an amount every month, but are unable to invest a large sum at one time. Such account holders deposit a small, fixed amount every month for a pre-determined period (minimum 6 months). Defaulting on a monthly payment results in the account holder being charged a penalty amount. The total amount is repaid with interest at the end of the specified period.

#### **Fixed Deposit Accounts**

Fixed Deposit accounts, also called FD accounts, are ideal for those who wish to deposit their savings for a long term in return for a high rate of interest. The rate of interest offered depends on the amount deposited and the time period, and also differs from bank to bank. In the case of an FD, a certain amount of money is deposited by the account holder for a fixed period of time. The money can be withdrawn when the period expires. If necessary, the depositor can break the fixed deposit prematurely. However, this usually attracts a penalty amount which also differs from bank to bank.

### **Opening a Bank Account**

Opening a bank account is quite a simple process. Take a look at the steps to open an account of your own:

#### Step 1: Fill in the Account Opening Form

This form requires you to provide the following information:

- Personal details (name, address, phone number, date of birth, gender, occupation, address)
- Method of receiving your account statement (hard copy/email)
- Details of your initial deposit (cash/cheque)
- Manner of operating your account (online/mobile banking/traditional via cheque, slip books)

Ensure that you sign wherever required on the form.

#### **Step 2: Affix your Photograph**

Stick a recent photograph of yourself in the allotted space on the form.

#### Step 3: Provide your Know Your Customer (KYC) Details

KYC is a process that helps banks verify the identity and address of their customers. To open an account, every individual needs to submit certain approved documents with respect to photo identity (ID) and address proof. Some Officially Valid Documents (OVDs) are:

- Passport
- Driving License
- Voters' Identity Card
- PAN Card
- UIDAI (Aadhaar) Card

#### **Step 4: Submit All your Documents**

Submit the completed Account Opening Form and KYC documents. Then wait until the forms are processed and your account has been opened!



- Select the right type of account.
- Fill in complete nomination details.
- Ask about fees.
- Understand the rules.
- Check for online banking it's convenient!
- Keep an eye on your bank balance.

# **12.3.3** Costs: Fixed vs Variable: What are Fixed and Variable Costs

Fixed costs and variable costs together make up a company's total cost. These are the two types of costs that companies have to bear when producing goods and services.

A fixed cost does not change with the volume of goods or services a company produces. It always remains the same.

A variable cost, on the other hand, increases and decreases depending on the volume of goods and services produced. In other words, it varies with the amount produced.

#### **Differences Between Fixed and Variable Costs**

Let's take a look at some of the main differences between fixed and variable costs:

Criteria	Fixed Costs	Variable Costs
Meaning	A cost that stays the same, regardless of the output produced.	A cost that changes when the output changes.
Nature	Time related.	Volume related.
Incurred	Incurred irrespective of units being produced.	Incurred only when units are produced.
Unit cost	Inversely proportional to the number of units produced.	Remains the same, per unit.
Examples	Depreciation, rent, salary, insurance, tax etc.	Material consumed, wages, commission on sales, packing expenses, etc.

# Tips



• When trying to determine whether a cost is fixed or variable, simply ask the following question: Will the particular cost change if the company stopped its production activities? If the answer is no, then it is a fixed cost. If the answer is yes, then it is probably a variable cost.

#### 12.3.4 Investment, Insurance and Taxes: Investment

Investment means that money is spent today with the aim of reaping financial gains at a future time. The main types of investment options are as follows:

- **Bonds:** Bonds are instruments used by public and private companies to raise large sums of money too large to be borrowed from a bank. These bonds are then issued in the public market and are bought by lenders.
- **Stocks:** Stocks or equity are shares that are issued by companies and are bought by the general public.
- Small Savings Schemes: Small Savings Schemes are tools meant to save money in small amounts. Some popular schemes are the Employees Provident Fund, Sukanya Samriddhi Scheme and National Pension Scheme.
- **Mutual Funds:** Mutual Funds are professionally managed financial instruments that invest money in different securities on behalf of investors.
- **Fixed Deposits:** A fixed amount of money is kept aside with a financial institution for a fixed amount of time in return for interest on the money.
- Real Estate: Loans are taken from banks to purchase real estate, which is then leased or sold with the aim of making a profit on the appreciated property price.
- Hedge Funds: Hedge funds invest in both financial derivatives and/or publicly traded securities.
- **Private Equity:** Private Equity is trading in the shares of an operating company that is not publicly listed and whose shares are not available on the stock market.
- **Venture Capital:** Venture Capital involves investing substantial capital in a budding company in return for stocks in that company.

#### Insurance -

There are two types of insurance – Life Insurance and Non-Life or General Insurance.

#### Life Insurance

Life Insurance deals with all insurance covering human life.

#### Life Insurance Products

The main life insurance products are:

- **Term Insurance:** This is the simplest and cheapest form of insurance. It offers financial protection for a specified tenure, say 15 to 20 years. In the case of your death, your family is paid the sum assured. In the case of your surviving the term, the insurer pays nothing.
- Endowment Policy: This offers the dual benefit of insurance and investment. Part of the
  premium is allocated towards the sum assured, while the remaining premium gets invested
  in equity and debt. It pays a lump sum amount after the specified duration or on the death
  of the policyholder, whichever is earlier.
- Unit-Linked Insurance Plan (ULIP): Here part of the premium is spent on the life cover, while the remaining amount is invested in equity and debt. It helps develop a regular saving habit.

- Money Back Life Insurance: While the policyholder is alive, periodic payments of the partial survival benefits are made during the policy tenure. On the death of the insured, the insurance company pays the full sum assured along with survival benefits.
- Whole Life Insurance: It offers the dual benefit of insurance and investment. It offers insurance cover for the whole life of the person or up to 100 years whichever is earlier.

#### **General Insurance**

General Insurance deals with all insurance covering assets like animals, agricultural crops, goods, factories, cars and so on.

#### **General Insurance Products**

The main general insurance products are:

- **Motor Insurance:** This can be divided into Four Wheeler Insurance and Two Wheeler Insurance.
- **Health Insurance:** The main types of health insurance are individual health insurance, family floater health insurance, comprehensive health insurance and critical illness insurance.
- **Travel Insurance:** This can be categorised into Individual Travel Policy, Family Travel Policy, Student Travel Insurance and Senior Citizen Health Insurance.
- **Home Insurance:** This protects the house and its contents from risk.
- Marine Insurance: This insurance covers goods, freight, cargo etc. against loss or damage during transit by rail, road, sea and/or air.

# Taxes •

There are two types of taxes – Direct Taxes and Indirect Taxes.

#### **Direct Tax**

Direct taxes are levied directly on an entity or a person and are non-transferrable.

Some examples of Direct Taxes are:

- **Income Tax:** This tax is levied on your earning in a financial year. It is applicable to both, individuals and companies.
- Capital Gains Tax: This tax is payable whenever you receive a sizable amount of money. It is usually of two types short term capital gains from investments held for less than 36 months and long term capital gains from investments held for longer than 36 months.
- **Securities Transaction Tax:** This tax is added to the price of a share. It is levied every time you buy or sell shares.
- **Perquisite Tax:** This tax is levied is on perks that have been acquired by a company or used by an employee.
- Corporate Tax: Corporate tax is paid by companies from the revenue they earn.

#### **Indirect Tax**

Indirect taxes are levied on goods or services.

Some examples of Indirect Taxes are:

- Sales Tax: Sales Tax is levied on the sale of a product.
- Service Tax: Service Tax is added to services provided in India.
- Value Added Tax: Value Added Tax is levied at the discretion of the state government. The tax is levied on goods sold in the state. The tax amount is decided by the state.
- **Customs Duty & Octroi:** Customs Duty is a charge that is applied on purchases that are imported from another country. Octroi is levied on goods that cross state borders within India.
- Excise Duty: Excise Duty is levied on all goods manufactured or produced in India.



- Think about how quickly you need your money back and pick an investment option accordingly.
- Ensure that you are buying the right type of insurance policy for yourself.
- Remember, not paying taxes can result in penalties ranging from fines to imprisonment.

# 12.3.5 Online Banking, NEFT, RTGS etc.: What is Online Banking

Internet or online banking allows account holders to access their account from a laptop at any location. In this way, instructions can be issued. To access an account, account holders simply need to use their unique customer ID number and password.

Internet banking can be used to:

- Find out an account balance
- Transfer amounts from one account to another
- Arrange for the issuance of cheques
- Instruct payments to be made
- Request for a cheque book
- Request for a statement of accounts
- Make a fixed deposit

# **Electronic Funds Transfers**

Electronic funds transfer is a convenient way of transferring money from the comfort of one's own home, using integrated banking tools like internet and mobile banking.

Transferring funds via an electronic gateway is extremely convenient. With the help of online banking, you can choose to:

- Transfer funds into your own accounts of the same bank.
- Transfer funds into different accounts of the same bank.
- Transfer funds into accounts in different banks, using NEFT.
- Transfer funds into other bank accounts using RTGS.
- Transfer funds into various accounts using IMPS.

# **NEFT** -

NEFT stands for National Electronic Funds Transfer. This money transfer system allows you to electronically transfer funds from your respective bank accounts to any other account, either in the same bank or belonging to any other bank. NEFT can be used by individuals, firms and corporate organizations to transfer funds between accounts.

In order to transfer funds via NEFT, two things are required:

- A transferring bank
- A destination bank

Before you can transfer funds through NEFT, you will need to register the beneficiary who will be receiving the funds. In order to complete this registration, you will require the following information:

- Recipient's name
- Recipient's account number
- Recipient's bank's name
- Recipient's bank's IFSC code

# RTGS -

RTGS stands for Real Time Gross Settlement. This is a real time funds transfer system which enables you to transfer funds from one bank to another, in real time or on a gross basis. The transferred amount is immediately deducted from the account of one bank, and instantly credited to the other bank's account. The RTGS payment gateway is maintained by the Reserve Bank of India. The transactions between banks are made electronically.

RTGS can be used by individuals, companies and firms to transfer large sums of money. Before remitting funds through RTGS, you will need to add the beneficiary and his bank account details via your online banking account. In order to complete this registration, you will require the following information:

- Name of the beneficiary
- Beneficiary's bank address
- Beneficiary's account number
- Beneficiary's bank's IFSC code

# **IMPS**

IMPS stands for Immediate Payment Service. This is a real-time, inter-bank, electronic funds transfer system used to transfer money instantly within banks across India. IMPS enables users to make instant electronic transfer payments using mobile phones through both, Mobile Banking and SMS. It can also be used through ATMs and online banking. IMPS is available 24 hours a day and 7 days a week. The system features a secure transfer gateway and immediately confirms orders that have been fulfilled.

To transfer money through IMPS, the you need to:

- Register for IMPS with your bank
- Receive a Mobile Money Identifier (MMID) from the bank
- Receive a MPIN from the bank

Once you have both these, you can login or make a request through SMS to transfer a particular amount to a beneficiary.

For the beneficiary to receive the transferred money, he must:

- 1. Link his mobile number with his respective account
- 2. Receive the MMID from the bank

In order to initiate a money transfer through IMPS, you will need to enter the following information:

- The beneficiary's mobile number
- 2. The beneficiary's MMID

3. The transfer amount

4. Your MPIN

As soon as money has been deducted from your account and credited into the beneficiary's account, you will be sent a confirmation SMS with a transaction reference number, for future reference.

# **Differences Between NEFT, RTGS & IMPS**

Criteria	NEFT	RTGS	IMPS
Settlement	Done in batches	Real-time	Real-time
Full form	National Electronic Fund Transfer	Real Time Gross Settlement	Immediate Payment Service
Timings on Mon- day – Friday	8:00 am – 6:30 pm	9:00 am – 4:30 pm	24x7
Timings on Satur- day	8:00 am – 1:00 pm	9:00 am – 1:30 pm	24x7
Minimum amount of money transfer limit	₹1	₹2 lacs	₹1
Maximum amount of money transfer limit	₹10 lacs	₹10 lacs per day	₹2 lacs
Maximum charges as per RBI	Upto 10,000 – ₹2.5 above 10,000 – 1 lac – ₹5 above 1 – 2 lacs – ₹15 above 2 – 5 lacs – ₹25 above 5 – 10 lacs –	above 2 – 5 lacs – ₹25 above 5 – 10 lacs – ₹50	Upto 10,000 – ₹5 above 10,000 – 1 lac – ₹5 above 1 – 2 lacs – ₹15



- Never click on any links in any e-mail message to access your online banking website.
- You will never be asked for your credit or debit card details while using online banking.
- Change your online banking password regularly.

# 12.4. Preparing for Employment & Self Employment

# **Unit Objectives**



# At the end of this unit, you will be able to:

- 1. Discuss the steps to prepare for an interview
- 2. Discuss the steps to create an effective Resume
- 3. Discuss the most frequently asked interview questions
- 4. Discuss how to answer the most frequently asked interview questions
- 5. Discuss basic workplace terminology

# **12.4.1** Interview Preparation: How to Prepare for an Interview

The success of your getting the job that you want depends largely on how well your interview for that job goes. Therefore, before you go in for your interview, it is important that you prepare for it with a fair amount of research and planning. Take a look at the steps to follow in order to be well prepared for an interview:

- 1. Research the organization that you are having the interview with.
  - Studying the company beforehand will help you be more prepared at the time of the
    interview. Your knowledge of the organization will help you answer questions at the
    time of the interview, and will leave you looking and feeling more confident. This is sure
    to make you stand out from other, not as well informed, candidates.
  - Look for background information on the company. Ty and find an overview of the company and its industry profile.
  - Visit the company website to get a good idea of what the company does. A company
    website offers a wealth of important information. Read and understand the company's
    mission statement. Pay attention to the company's products/services and client list. Read
    through any press releases to get an idea of the company's projected growth and stability.
  - Note down any questions that you have after your research has been completed.
- 2. Think about whether your skills and qualifications match the job requirements.
  - Carefully read through and analyze the job description.
  - Make a note of the knowledge, skills and abilities required to fulfill the job requirements.
  - Take a look at the organization hierarchy. Figure out where the position you are applying for fits into this hierarchy.
- 3. Go through the most typical interview questions asked, and prepare your responses.
  - Remember, in most interviews a mix of resume-based, behavioral and case study questions are asked.
  - Think about the kind of answers you would like to provide to typical questions asked in these three areas.
  - Practice these answers until you can express them confidently and clearly.

### 4. Plan your attire for the interview.

- It is always safest to opt for formal business attire, unless expressly informed to dress in business casual (in which case you should use your best judgement).
- Ensure that your clothes are clean and well-ironed. Pick neutral colours nothing too bright or flashy.
- The shoes you wear should match your clothes, and should be clean and suitable for an interview.
- Remember, your aim is to leave everyone you meet with the impression that you are a professional and highly efficient person.

# 5. Ensure that you have packed everything that you may require during the interview.

- Carry a few copies of your resume. Use a good quality paper for your resume print outs.
- Always take along a notepad and a pen.
- Take along any information you may need to refer to, in order to fill out an application form.
- Carry a few samples of your work, if relevant.

### 6. Remember the importance of non-verbal communication.

- Practice projecting confidence. Remind yourself to smile and make eye contact. Practice giving a firm handshake.
- Keep in mind the importance of posture. Practice sitting up straight. Train yourself to stop nervous gestures like fidgeting and foot-tapping.
- Practice keeping your reactions in check. Remember, your facial expressions provide a good insight into your true feelings. Practice projecting a positive image.

# 7. Make a list of questions to end the interview with.

- Most interviews will end with the interviewer(s) asking if you have any questions. This
  is your chance to show that you have done your research and are interested in learning
  more about the company.
- If the interviewer does not ask you this question, you can inform him/her that you have some queries that you would like to discuss. This is the time for you to refer to the notes you made while studying the company.
- Some good questions to ask at this point are:
  - o What do you consider the most important criteria for success in this job?
  - o How will my performance be evaluated?
  - o What are the opportunities for advancement?
  - o What are the next steps in the hiring process?
- Remember, never ask for information that is easily available on the company website.



- Ask insightful and probing questions.
- When communicating, use effective forms of body language like smiling, making eye contact, and actively listening and nodding. Don't slouch, play with nearby items, fidget, chew gum, or mumble.

# 12.4.2 Preparing an Effective Resume: How to Create an Effective Resume

A resume is a formal document that lists a candidate's work experience, education and skills. A good resume gives a potential employer enough information to believe the applicant is worth interviewing. That's why it is so important to create a resume that is effective. Take a look at the steps to create an effective resume:

# **Step 1: Write the Address Section**

The Address section occupies the top of your resume. It includes information like your name, address, phone number and e-mail address. Insert a bold line under the section to separate it from rest of your resume.

#### **Example:**

Khyati Mehta

Breach Candy, Mumbai - India

Contact No: +91 2223678270

Email: khyati.mehta@gmail.com

# Step 2: Add the Profile Summary Section

This part of your resume should list your overall experiences, achievements, awards, certifications and strengths. You can make your summary as short as 2-3 bullet points or as long as 8-10 bullet points.

# **Example:**

# **Profile Summary**

- A Floor Supervisor graduated from University of Delhi having 6 years of experience in managing a retail outlet.
- Core expertise lies in managing retail staff, including cashiers and people working on the floor.

# **Step 3: Include Your Educational Qualifications**

When listing your academic records, first list your highest degree. Then add the second highest qualification under the highest one and so on. To provide a clear and accurate picture of your educational background, it is critical that include information on your position, rank, percentage or CPI for every degree or certification that you have listed.

If you have done any certifications and trainings, you can add a Trainings & Certifications section under your Educational Qualifications section.

# **Example:**

# **Educational Qualifications**

• <Enter qualification> <enter date of qualification> from <enter name of institute> with <enter percentage or any other relevant scoring system>.

### **Step 4: List Your Technical Skills**

When listing your technical skills, start with the skills that you are most confident about. Then add the skills that you do not have as good a command over. It is perfectly acceptable to include just one skill, if you feel that particular skill adds tremendous value to your résumé. If you do not have any technical skills, you can omit this step.

# **Example:**

#### **Technical Skills**

<Enter your technical skill here, if applicable>

### **Step 5: Insert Your Academic Project Experience**

List down all the important projects that you have worked on. Include the following information in this section:

- Project title
- Organization
- Platform used

- Contribution
- Description

# **Example:**

# **Academic Projects**

Project Title: <Insert project title>

**Organization**: < Insert the name of the organization for whom you did the project>

**Platform used**: <*Insert the platform used, if any*>

**Contribution**: <*Insert your contribution towards this project>* **Description**: <*Insert a description of the project in one line>* 

# **Step 6: List Your Strengths**

This is where you list all your major strengths. This section should be in the form of a bulleted list.

# **Example:**

#### Strengths

- · Excellent oral, written and presentation skills
- Action-oriented and result-focused
- · Great time management skills

#### **Step 7: List Your Extracurricular Activities**

It is very important to show that you have diverse interests and that your life consists of more than academics. Including your extracurricular activities can give you an added edge over other candidates who have similar academic scores and project experiences. This section should be in the form of a bulleted list.

## **Example:**

### **Extracurricular Activities**

< Insert your extracurricular activity here. E.g.: Member of \_\_\_\_\_\_\_, played (name of sport) at \_\_\_\_\_\_ level, won (name of prize/award) for \_\_\_\_\_\_\_ >

# **Step 8: Write Your Personal Details**

The last section of your résumé must include the following personal information:

Date of birth

Gender & marital status

Nationality

Languages known

# **Example:**

# **Personal Details**

Date of birth: 25<sup>th</sup> May, 1981
 Gender & marital status: Female, Single

• Nationality: Indian

• Languages known: English, Hindi, Tamil, French



- Keep your resume file name short, simple and informational.
- Make sure the resume is neat and free from typing errors.
- Always create your resume on plain white paper.

# 12.4.3 Interview FAQs

Take a look at some of the most frequently asked interview questions, and some helpful tips on how to answer them.

# Q1. Can you tell me a little about yourself?

### Tips to answer:

- Don't provide your full employment or personal history.
- Offer 2-3 specific experiences that you feel are most valuable and relevant.
- Conclude with how those experiences have made you perfect for this specific role.

# Q2. How did you hear about the position?

#### Tips to answer:

- Tell the interviewer how you heard about the job whether it was through a friend (name the friend), event or article (name them) or a job portal (say which one).
- Explain what excites you about the position and what in particular caught your eye about this role.

# Q3. What do you know about the company?

#### Tips to answer:

- Don't recite the company's About Us page.
- Show that you understand and care about the company's goals.
- Explain why you believe in the company's mission and values.

# Q4. Why do you want this job?

# Tips to answer:

- Show that you are passionate about the job.
- Identify why the role is a great fit for you.
- Explain why you love the company.

# Q5. Why should we hire you?

# Tips to answer:

- Prove through your words that you can not only do the work, but can definitely deliver excellent results.
- Explain why you would be a great fit with the team and work culture.
- Explain why you should be chosen over any other candidate.

# Q6. What are your greatest professional strengths?

#### Tips to answer:

- Be honest share some of your real strengths, rather than give answers that you think sound good.
- Offer examples of specific strengths that are relevant to the position you are applying for.
- Provide examples of how you've demonstrated these strengths.

# Q7. What do you consider to be your weaknesses?

# Tips to answer:

- The purpose of this question is to gauge your self-awareness and honesty.
- Give an example of a trait that you struggle with, but that you're working on to improve.

# Q8. What are your salary requirements?

# Tips to answer:

- Do your research beforehand and find out the typical salary range for the job you are applying for.
- Figure out where you lie on the pay scale based on your experience, education, and skills.
- Be flexible. Tell the interviewer that you know your skills are valuable, but that you want the job and are willing to negotiate.

# Q9. What do you like to do outside of work?

#### Tips to answer:

- The purpose of this question is to see if you will fit in with the company culture.
- Be honest open up and share activities and hobbies that interest and excite you.

# Q10. If you were an animal, which one would you want to be?

#### Tips to answer:

- The purpose of this question is to see if you are able to think on your feet.
- There's no wrong answer but to make a great impression try to bring out your strengths or personality traits through your answer.

#### Q11: What do you think we could do better or differently?

#### Tips to answer:

- The purpose of this question is to see if you have done your research on the company, and to test whether you can think critically and come up with new ideas.
- Suggest new ideas. Show how your interests and expertise would help you execute these ideas.

# Q12: Do you have any questions for us?

#### Tips to answer:

- Do not ask questions to which the answers can be easily found on the company website or through a quick online search.
- Ask intelligent questions that show your ability to think critically.

# Tip:



- Be honest and confident while answering.
- Use examples of your past experiences wherever possible to make your answers more impactful.

# 12.4.4 Work Readiness – Terms & Terminologies: Basic Workplace Terminology

Every employee should be well versed in the following terms:

- Annual leave: Paid vacation leave given by employers to employees.
- **Background Check:** A method used by employers to verify the accuracy of the information provided by potential candidates.
- **Benefits:** A part of an employee's compensation package.
- **Breaks:** Short periods of rest taken by employees during working hours.
- **Compensation Package:** The combination of salary and benefits that an employer provides to his/her employees.
- Compensatory Time (Comp Time): Time off in lieu of pay.
- **Contract Employee:** An employee who works for one organization that sells said employee's services to another company, either on a project or time basis.
- **Contract of Employment:** When an employee is offered work in exchange for wages or salary, and accepts the offer made by the employer, a contract of employment exists.
- **Corporate Culture:** The beliefs and values shared by all the members of a company, and imparted from one generation of employees to another.
- **Counter Offer/Counter Proposal:** A negotiation technique used by potential candidates to increase the amount of salary offered by a company.
- **Cover Letter:** A letter that accompanies a candidate's resume. It emphasizes the important points in the candidate's resume and provides real examples that prove the candidate's ability to perform the expected job role.
- **Curriculum Vitae (CV)/Resume:** A summary of a candidate's achievements, educational background, work experience, skills and strengths.
- **Declining Letter:** A letter sent by an employee to an employer, turning down the job offer made by the employer to the employee.
- **Deductions:** Amounts subtracted from an employee's pay and listed on the employee's pay slip.
- **Discrimination:** The act of treating one person not as favourably as another person.
- **Employee:** A person who works for another person in exchange for payment.
- **Employee Training:** A workshop or in-house training that an employee is asked to attend by his or her superior, for the benefit of the employer.
- **Employment Gaps:** Periods of unemployed time between jobs.
- **Fixed-Term Contract:** A contract of employment which gets terminated on an agreed-upon date.
- **Follow-Up:** The act of contacting a potential employer after a candidate has submitted his or her resume.
- Freelancer/Consultant/Independent Contractor: A person who works for him or herself and pitches for temporary jobs and projects with different employers.
- Holiday: Paid time-off from work.
- Hourly Rate: The amount of salary or wages paid for 60 minutes of work.

- **Internship**: A job opportunity offered by an employer to a potential employee, called an intern, to work at the employer's company for a fixed, limited time period.
- **Interview**: A conversation between a potential employee and a representative of an employer, in order to determine if the potential employee should be hired.
- **Job Application**: A form which asks for a candidate's information like the candidate's name, address, contact details and work experience. The purpose of a candidate submitting a job application, is to show that candidate's interest in working for a particular company.
- **Job Offer**: An offer of employment made by an employer to a potential employee.
- **Job Search Agent**: A program that enables candidates to search for employment opportunities by selecting criteria listed in the program, for job vacancies.
- Lay Off: A lay off occurs when an employee is temporarily let go from his or her job, due to the employer not having any work for that employee.
- **Leave**: Formal permission given to an employee, by his or her employer, to take a leave of absence from work.
- **Letter of Acceptance**: A letter given by an employer to an employee, confirming the offer of employment made by the employer, as well as the conditions of the offer.
- Letter of Agreement: A letter that outlines the terms of employment.
- **Letter of Recommendation**: A letter written for the purpose of validating the work skills of a person.
- **Maternity Leave**: Leave taken from work by women who are pregnant, or who have just given birth.
- **Mentor**: A person who is employed at a higher level than you, who offers you advice and guides you in your career.
- Minimum wage: The minimum wage amount paid on an hourly basis.
- **Notice**: An announcement made by an employee or an employer, stating that the employment contract will end on a particular date.
- Offer of Employment: An offer made by an employer to a prospective employee that contains important information pertaining to the job being offered, like the starting date, salary, working conditions etc.
- **Open-Ended Contract**: A contract of employment that continues till the employer or employee terminates it.
- **Overqualified**: A person who is not suited for a particular job because he or she has too many years of work experience, or a level of education that is much higher than required for the job, or is currently or was previously too highly paid.
- **Part-Time Worker**: An employee who works for fewer hours than the standard number of hours normally worked.
- Paternity Leave: Leave granted to a man who has recently become a father.
- Recruiters/Headhunters/Executive Search Firms: Professionals who are paid by employers to search for people to fill particular positions.
- **Resigning/Resignations**: When an employee formally informs his or her employer that he or she is quitting his or her job.
- **Self-Employed**: A person who has his or her own business and does not work in the capacity of an employee.
- **Time Sheet**: A form that is submitted to an employer, by an employee, that contains the number of hours worked every day by the employee.

# 12.5. Understanding Entrepreneurship

# **Unit Objectives ©**



- 1. Discuss the concept of entrepreneurship
- 2. Discuss the importance of entrepreneurship
- 3. Describe the characteristics of an entrepreneur
- 4. Describe the different types of enterprises
- 5. List the qualities of an effective leader
- 6. Discuss the benefits of effective leadership
- 7. List the traits of an effective team
- 8. Discuss the importance of listening effectively
- 9. Discuss how to listen effectively
- 10. Discuss the importance of speaking effectively
- 11. Discuss how to speak effectively
- 12. Discuss how to solve problems
- 13. List important problem solving traits
- 14. Discuss ways to assess problem solving skills
- 15. Discuss the importance of negotiation
- 16. Discuss how to negotiate
- 17. Discuss how to identify new business opportunities
- 18. Discuss how to identify business opportunities within your business
- 19. Explain the meaning of entrepreneur
- 20. Describe the different types of entrepreneurs
- 21. List the characteristics of entrepreneurs
- 22. Recall entrepreneur success stories
- 23. Discuss the entrepreneurial process
- 24. Describe the entrepreneurship ecosystem
- 25. Discuss the purpose of the Make in India campaign
- 26. Discuss key schemes to promote entrepreneurs
- 27. Discuss the relationship between entrepreneurship and risk appetite
- 28. Discuss the relationship between entrepreneurship and resilience
- 29. Describe the characteristics of a resilient entrepreneur
- 30. Discuss how to deal with failure

# 12.5.1 Concept Introduction, (Characteristic of an Entrepreneur, types of firms / types of enterprises): Entrepreneurs and Entrepreneurship

Anyone who is determined to start a business, no matter what the risk, is an entrepreneur. Entrepreneurs run their own start-up, take responsibility for the financial risks and use creativity, innovation and vast reserves of self-motivation to achieve success. They dream big and are determined to do whatever it takes to turn their idea into a viable offering. The aim of an entrepreneur is to create an enterprise. The process of creating this enterprise is known as entrepreneurship.

# **Importance of Entrepreneurship**

Entrepreneurship is very important for the following reasons:

- 1. It results in the creation of new organizations
- 2. It brings creativity into the marketplace
- 3. It leads to improved standards of living
- 4. It helps develop the economy of a country

# **Characteristics of Entrepreneurs**

All successful entrepreneurs have certain characteristics in common.

They are all:

- Extremely passionate about their work
- Confident in themselves
- Disciplined and dedicated
- Motivated and driven
- · Highly creative
- Visionaries
- Open-minded
- Decisive

Entrepreneurs also have a tendency to:

- Have a high risk tolerance
- Thoroughly plan everything
- Manage their money wisely
- Make their customers their priority
- Understand their offering and their market in detail
- Ask for advice from experts when required
- Know when to cut their losses

# **Examples of Famous Entrepreneurs**

Some famous entrepreneurs are:

- Dhirubhai Ambani (Reliance)
- Dr. Karsanbhai Patel (Nirma)
- Azim Premji (Wipro)
- Anil Agarwal (Vedanta Resources)

# **Types of Enterprises**

As an entrepreneur in India, you can own and run any of the following types of enterprises:

# **Sole Proprietorship**

In a sole proprietorship, a single individual owns, manages and controls the enterprise. This type of business is the easiest to form with respect to legal formalities. The business and the owner have no separate legal existence. All profit belongs to the proprietor, as do all the losses - the liability of the entrepreneur is unlimited.

# **Partnership**

A partnership firm is formed by two or more people. The owners of the enterprise are called partners. A partnership deed must be signed by all the partners. The firm and its partners have no separate legal existence. The profits are shared by the partners. With respect to losses, the liability of the partners is unlimited. A firm has a limited life span and must be dissolved when any one of the partners dies, retires, claims bankruptcy or goes insane.

# **Limited Liability Partnership (LLP)**

In a Limited Liability Partnership or LLP, the partners of the firm enjoy perpetual existence as well as the advantage of limited liability. Each partner's liability is limited to their agreed contribution to the LLP. The partnership and its partners have a separate legal existence.



- Learn from others' failures.
- Be certain that this is what you want.
- Search for a problem to solve, rather than look for a problem to attach to your idea.

# 12.5.2 Leadership & Teamwork: Leadership and Leaders

Leadership means setting an example for others to follow. Setting a good example means not asking someone to do something that you wouldn't willingly want to do yourself. Leadership is about figuring out what to do in order to win as a team, and as a company.

Leaders believe in doing the right things. They also believe in helping others to do the right things. An effective leader is someone who:

- Creates an inspiring vision of the future.
- Motivates and inspires his team to pursue that vision.

# **Leadership Qualities That All Entrepreneurs Need**

Building a successful enterprise is only possible if the entrepreneur in charge possesses excellent leadership qualities. Some critical leadership skills that every entrepreneur must have are:

- 1. **Pragmatism**: This means having the ability to highlight all obstacles and challenges, in order to resolve issues and reduce risks.
- 2. **Humility**: This means admitting to mistakes often and early, and being quick to take responsibility for your actions. Mistakes should be viewed as challenges to overcome, not opportunities to point blame.
- 3. **Flexibility**: It is critical for a good leader to be very flexible and quickly adapt to change. It is equally critical to know when to adapt and when not to.
- 4. **Authenticity**: This means showing both, your strengths and your weaknesses. It means being human and showing others that you are human.
- 5. **Reinvention**: This means refreshing or changing your leadership style when necessary. To do this, it's important to learn where your leadership gaps lie and find out what resources are required to close them.
- 6. **Awareness**: This means taking the time to recognize how others view you. It means understanding how your presence affects those around you.

# **Benefits of Effective Leadership**

Effective leadership results in numerous benefits. Great leadership leads to the leader successfully:

- Gaining the loyalty and commitment of the team members
- Motivating the team to work towards achieving the company's goals and objectives
- Building morale and instilling confidence in the team members
- Fostering mutual understanding and team-spirit among team members
- Convincing team members about the need to change when a situation requires adaptability

# **Teamwork and Teams**

Teamwork occurs when the people in a workplace combine their individual skills to pursue a common goal. Effective teams are made up of individuals who work together to achieve this common goal. A great team is one who holds themselves accountable for the end result.

# **Importance of Teamwork in Entrepreneurial Success**

For an entrepreneurial leader, building an effective team is critical to the success of a venture. An entrepreneur must ensure that the team he builds possesses certain crucial qualities, traits and characteristics. An effective team is one which has:

- 1. **Unity of purpose:** All the team members should clearly understand and be equally committed to the purpose, vision and goals of the team.
- 2. **Great communication skills:** Team members should have the ability to express their concerns, ask questions and use diagrams, and charts to convey complex information.
- 3. **The ability to collaborate:** Every member should feel entitled to provide regular feedback on new ideas.
- 4. **Initiative:** The team should consist of proactive individuals. The members should have the enthusiasm to come up with new ideas, improve existing ideas, and conduct their own research
- 5. **Visionary members:** The team should have the ability to anticipate problems and act on these potential problem before they turn into real problems.
- 6. **Great adaptability skills:** The team must believe that change is a positive force. Change should be seen as the chance to improve and try new things.
- 7. **Excellent organizational skills:** The team should have the ability to develop standard work processes, balance responsibilities, properly plan projects, and set in place methods to measure progress and ROI.



- Don't get too attached to your original idea. Allow it to evolve and change.
- Be aware of your weaknesses and build a team that will complement your shortfalls.
- Hiring the right people is not enough. You need to promote or incentivize your most talented people to keep them motivated.
- Earn your team's respect.

# 12.5.3 Communication Skills: Listening & Speaking: The Importance of Listening Effectively

Listening is the ability to correctly receive and understand messages during the process of communication. Listening is critical for effective communication. Without effective listening skills, messages can easily be misunderstood. This results in a communication breakdown and can lead to the sender and the receiver of the message becoming frustrated or irritated.

It's very important to note that listening is not the same as hearing. Hearing just refers to sounds that you hear. Listening is a whole lot more than that. To listen, one requires focus. It means not only paying attention to the story, but also focusing on how the story is relayed, the way language and voice is used, and even how the speaker uses their body language. The ability to listen depends on how effectively one can perceive and understand both, verbal and non-verbal cues.

# **How to Listen Effectively**

To listen effectively you should:

- Stop talking
- Stop interrupting
- · Focus completely on what is being said
- Nod and use encouraging words and gestures
- Be open-minded
- Think about the speaker's perspective
- Be very, very patient
- Pay attention to the tone that is being used
- Pay attention to the speaker's gestures, facial expressions and eye movements
- Not try and rush the person
- Not let the speaker's mannerisms or habits irritate or distract you

# **How to Listen Effectively**

How successfully a message gets conveyed depends entirely on how effectively you are able to get it through. An effective speaker is one who enunciates properly, pronounces words correctly, chooses the right words and speaks at a pace that is easily understandable. Besides this, the words spoken out loud need to match the gestures, tone and body language used.

What you say, and the tone in which you say it, results in numerous perceptions being formed. A person who speaks hesitantly may be perceived as having low self-esteem or lacking in knowledge of the discussed topic. Those with a quiet voice may very well be labelled as shy. And those who speak in commanding tones with high levels of clarity, are usually considered to be extremely confident. This makes speaking a very critical communication skill.

# **How to Speak Effectively**

To speak effectively you should:

- Incorporate body language in your speech like eye contact, smiling, nodding, gesturing etc.
- Build a draft of your speech before actually making your speech.
- Ensure that all your emotions and feelings are under control.
- Pronounce your words distinctly with the correct pitch and intensity. Your speech should be crystal clear at all times.
- Use a pleasant and natural tone when speaking. Your audience should not feel like you are putting on an accent or being unnatural in any way.
- Use precise and specific words to drive your message home. Ambiguity should be avoided at all costs.
- Ensure that your speech has a logical flow.
- Be brief. Don't add any unnecessary information.
- Make a conscious effort to avoid irritating mannerisms like fidgeting, twitching etc.
- Choose your words carefully and use simple words that the majority of the audience will have no difficulty understanding.
- Use visual aids like slides or a whiteboard.
- Speak slowly so that your audience can easily understand what you're saying. However, be
  careful not to speak too slowly because this can come across as stiff, unprepared or even
  condescending.
- Remember to pause at the right moments.



- If you're finding it difficult to focus on what someone is saying, try repeating their words in your head.
- Always maintain eye contact with the person that you are communicating with, when speaking as well as listening. This conveys and also encourages interest in the conversation.

# 12.5.4 Problem Solving & Negotiation skills: . What is a Problem

As per The Concise Oxford Dictionary (1995), a problem is, "A doubtful or difficult matter requiring a solution"

All problems contain two elements:

1. Goals

2. Obstacles

The aim of problem solving is to recognize the obstacles and remove them in order to achieve the goals.

# **How to Solve Problems**

Solving a problem requires a level of rational thinking. Here are some logical steps to follow when faced with an issue:

Step 1: Identify the problemStep 2: Study the problem in detailStep 3: List all possible solutionsStep 4: Select the best solution

Step 5: Implement the chosen solution Step 6: Check that the problem has really been solved

# **Important Traits for Problem Solving**

Highly developed problem solving skills are critical for both, business owners and their employees. The following personality traits play a big role in how effectively problems are solved:

Being open minded

Asking the right questions

Being proactive

Not panicking

Having a positive attitude

Focusing on the right problem

# **How to Assess for Problem Solving Skills**

As an entrepreneur, it would be a good idea to assess the level of problem solving skills of potential candidates before hiring them. Some ways to assess this skill are through:

- 1. **Application forms**: Ask for proof of the candidate's problem solving skills in the application form.
- 2. **Psychometric tests**: Give potential candidates logical reasoning and critical thinking tests and see how they fare.
- 3. **Interviews**: Create hypothetical problematic situations or raise ethical questions and see how the candidates respond.
- 4. **Technical questions**: Give candidates examples of real life problems and evaluate their thought process.

# What is Negotiation

Negotiation is a method used to settle differences. The aim of negotiation is to resolve differences through a compromise or agreement while avoiding disputes. Without negotiation, conflicts are likely to lead to resentment between people. Good negotiation skills help satisfy both parties and go a long way towards developing strong relationships.

# **Why Negotiate**

Starting a business requires many, many negotiations. Some negotiations are small while others are critical enough to make or break a startup. Negotiation also plays a big role inside the workplace. As an entrepreneur, you need to know not only know how to negotiate yourself, but also how to train employees in the art of negotiation.

# **How to Negotiate**

Take a look at some steps to help you negotiate:

<b>Step 1:</b> Pre-Negotiation Preparation	Agree on where to meet to discuss the problem, decide who all will be present and set a time limit for the discussion.
<b>Step 2:</b> Discuss the Problem	This involves asking questions, listening to the other side, putting your views forward and clarifying doubts.
<b>Step 3:</b> Clarify the Objective	Ensure that both parties want to solve the same problem and reach the same goal.
<b>Step 4:</b> Aim for a Win-Win Outcome	Try your best to be open minded when negotiating. Compromise and offer alternate solutions to reach an outcome where both parties win.
Step 5: Clearly Define the Agreement	When an agreement has been reached, the details of the agreement should be crystal clear to both sides, with no scope for misunderstandings.
<b>Step 6:</b> Implement the Agreed Upon Solution	Agree on a course of action to set the solution in motion



- Know exactly what you want before you work towards getting it
- Give more importance to listening and thinking, than speaking
- Focus on building a relationship rather than winning
- Remember that your people skills will affect the outcome
- Know when to walk away sometimes reaching an agreement may not be possible

# 12.5.5 Business Opportunities Identification: Entrepreneurs and Opportunities

"The entrepreneur always searches for change, responds to it and exploits it as an opportunity."

Peter Drucker

The ability to identify business opportunities is an essential characteristic of an entrepreneur.

# What is an Opportunity

The word opportunity suggests a good chance or a favourable situation to do something offered by circumstances.

A business opportunity means a good or favourable change available to run a specific business in a given environment, at a given point of time.

# **Common Questions Faced by Entrepreneurs**

A critical question that all entrepreneurs face is how to go about finding the business opportunity that is right for them.

Some common questions that entrepreneurs constantly think about are:

- Should the new enterprise introduce a new product or service based on an unmet need?
- Should the new enterprise select an existing product or service from one market and offer it in another where it may not be available?
- Should the enterprise be based on a tried and tested formula that has worked elsewhere?

It is therefore extremely important that entrepreneurs must learn how to identify new and existing business opportunities and evaluate their chances of success.

# When is an Idea an Opportunity

An idea is an opportunity when:

- It creates or adds value to a customer
- It solves a significant problem, removes a pain point or meets a demand
- Has a robust market and profit margin
- Is a good fit with the founder and management team at the right time and place

# **Factors to Consider When Looking for Opportunities**

Consider the following when looking for business opportunities:

- Economic trends
- Changes in funding
- Changing relationships between vendors, partners and suppliers
- Market trends
- Changes in political support
- Shift in target audience

# **Ways to Identify New Business Opportunities**

1. Identify Market Inefficiencies

When looking at a market, consider what inefficiencies are present in the market. Think about ways to correct these inefficiencies.

2. Remove Key Hassles

Rather than create a new product or service, you can innovatively improve a product, service or process.

3. Create Something New

Think about how you can create a new experience for customers, based on existing business models.

4. Pick a Growing Sector/Industry

Research and find out which sectors or industries are growing and think about what opportunities you can tap in the same.

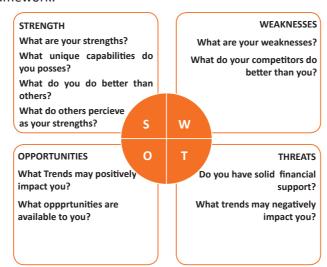
5. Think About Product Differentiation

If you already have a product in mind, think about ways to set it apart from the existing ones.

# Ways to Identify Business Opportunities Within Your Business

# 1. SWOT Analysis

An excellent way to identify opportunities inside your business is by creating a SWOT analysis. The acronym SWOT stands for strengths, weaknesses, opportunities, and threats. SWOT analysis framework:



Consider the following when looking for business opportunities:

By looking at yourself and your competitors using the SWOT framework, you can uncover opportunities that you can exploit, as well as manage and eliminate threats that could derail your success.

# 2. Establishing Your USP

Establish your USP and position yourself as different from your competitors. Identify why customers should buy from you and promote that reason.

# **Opportunity Analysis**

Once you have identified an opportunity, you need to analyze it.

To analyze an opportunity, you must:

- Focus on the idea
- Focus on the market of the idea
- Talk to industry leaders in the same space as the idea
- Talk to players in the same space as the idea



- Remember, opportunities are situational.
- Look for a proven track record.
- Avoid the latest craze.
- Love your idea.

# **12.5.6** Entrepreneurship Support Eco - System: What is an Entrepreneur

An entrepreneur is a person who:

- Does not work for an employee
- Runs a small enterprise
- Assumes all the risks and rewards of the enterprise, idea, good or service

# **Types of Entrepreneurs**

There are four main types of entrepreneurs:

- 1. **The Traditional Entrepreneur**: This type of entrepreneur usually has some kind of skill they can be a carpenter, mechanic, cook etc. They have businesses that have been around for numerous years like restaurants, shops and carpenters. Typically, they gain plenty of experience in a particular industry before they begin their own business in a similar field.
- 2. **The Growth Potential Entrepreneur**: The desire of this type of entrepreneur is to start an enterprise that will grow, win many customers and make lots of money. Their ultimate aim is to eventually sell their enterprise for a nice profit. Such entrepreneurs usually have a science or technical background.
- 3. **The Project-Oriented Entrepreneur**: This type of entrepreneur generally has a background in the Arts or psychology. Their enterprises tend to be focus on something that they are very passionate about.
- 4. **The Lifestyle Entrepreneur**: This type of entrepreneur has usually worked as a teacher or a secretary. They are more interested in selling something that people will enjoy, rather than making lots of money.

# **Characteristics of an Entrepreneur**

Successful entrepreneurs have the following characteristics:

- They are highly motivated
- They are creative and persuasive
- They are mentally prepared to handle each and every task
- They have excellent business skills they know how to evaluate their cash flow, sales and revenue
- They are willing to take great risks
- They are very proactive this means they are willing to do the work themselves, rather than wait for someone else to do it
- They have a vision they are able to see the big picture
- They are flexible and open-minded
- They are good at making decisions

# **Entrepreneur Success Stories**

#### Dhiru Bhai Ambani

Dhirubhai Ambani began his entrepreneurial career by selling "bhajias" to pilgrims in Mount Girnar on weekends. At 16, he moved to Yemen where he worked as a gas-station attendant, and as a clerk in an oil company. He returned to India with Rs. 50,000 and started a textile trading company. Reliance went on to become the first Indian company to raise money in global markets and the first Indian company to feature in Forbes 500 list.

#### Dr. Karsanbhai Patel

Karsanbhai Patel made detergent powder in the backyard of his house. He sold his product door-to-door and offered a money back guarantee with every pack that was sold. He charged Rs. 3 per kg when the cheapest detergent at that time was Rs.13 per kg. Dr. Patel eventually started Nirma which became a whole new segment in the Indian domestic detergent market.

# **The Entrepreneurial Process**

Let's take a look at the stages of the entrepreneurial process.

**Stage 1**: Idea Generation. The entrepreneurial process begins with an idea that has been thought of by the entrepreneur. The idea is a problem that has the potential to be solved.

**Stage 2**: Germination or Recognition. In this stage a possible solution to the identified problem is thought of.

**Stage 3**: Preparation or Rationalization. The problem is studied further and research is done to find out how others have tried to solve the same problem.

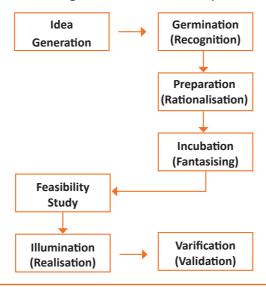
**Stage 4**: Incubation or Fantasizing. This stage involves creative thinking for the purpose of coming up with more ideas. Less thought is given to the problem areas.

**Stage 5**: Feasibility Study: The next step is the creation of a feasibility study to determine if the idea will make a profit and if it should be seen through.

**Stage 6**: Illumination or Realization. This is when all uncertain areas suddenly become clear. The entrepreneur feels confident that his idea has merit.

**Stage 7**: Verification or Validation. In this final stage, the idea is verified to see if it works and if it is useful.

Take a look at the diagram below to get a better idea of this process.



# **Introduction to the Entrepreneurship Ecosystem**

The entrepreneurship support ecosystem signifies the collective and complete nature of entrepreneurship. New companies emerge and flourish not only because of the courageous, visionary entrepreneurs who launch them, but they thrive as they are set in an environment or 'ecosystem' made of private and public participants. These players nurture and sustain the new ventures, facilitating the entrepreneurs' efforts.

An entrepreneurship ecosystem comprises of the following six domains:

- 1. **Favourable Culture:** This includes elements such as tolerance of risk and errors, valuable networking and positive social standing of the entrepreneur.
- 2. **Facilitating Policies & Leadership:** This includes regulatory framework incentives and existence of public research institutes.
- 3. **Financing Options:** Angel financing, venture capitalists and micro loans would be good examples of this.
- 4. **Human Capital:** This refers to trained and untrained labour, entrepreneurs and entrepreneurship training programmes, etc.
- 5. **Conducive Markets for Products & Services:** This refers to an existence or scope of existence of a market for the product/service.
- 6. **Institutional & Infrastructural Support:** This includes legal and financing advisers, telecommunications, digital and transportation infrastructure, and entrepreneurship networking programmes.

These domains indicate whether there is a strong entrepreneurship support ecosystem and what actions should the government put in place to further encourage this ecosystem. The six domains and their various elements have been graphically depicted.

# **Early Customers**

- Early adopters for proof-of-concept
  - Expertise in productizing
    - Reference customer

      - Distribution channels First reviews

# Leadership

Government

Institutions

- Unequivocal support
- Social legitimacy
- **Entrepreneurship strategy** Open door for advocate
- urgency, crisis and challenge

# Research institutes

 Venture-friendly legislation

e.g. for R&D, jump start funds

Regulatory framework

e.g. Tax benifits

**Policy** 

incentives

e.g. Investment, support

Financial support

property rights, and labour contract enforcement, • e.g. Bankruptcy,

Entrepreneure's networks

**Networks** 

- Diaspora networks
- Multinational corporations

# **Financial Capital**

Micro-loans

Venture capital funds

Private equity

friends and family Angel investors,

Finance

Market

 Public capital markets Debt

# Zero-stage venture capital

**Entrepreneurship** 

# **Success Stories**

Visible successes

Culture

Human

 Later generation family Serial entrepreneures

Skilled and unskilled

Labour

Capital

- Wealth generation for founders
  - International reputation

# Societal norms

Supports

- Tolerance of risk, mistakes, failure
- Innovation, creativity, experimentation
  - Social status of entrepreneur
- Wealth creation
- Ambition, drive, hunger

- General degrees (professional and academic)
  - Specific entrepreneurship training

**Educational Institutions** 

# Infrastructure

- Telecommunications
- Transportation & logistics
  - Energy
- Zones, incubation centers, clusters

# **Support Professions**

- Legal
- Accounting
- Investment bankers

# Conferences Entrepreneurship

- non-profits
- **Business plan** contests
- friendly association

# **Non-Government Institution**

- promotion in
- Entrepreneur-

Every entrepreneurship support ecosystem is unique and all the elements of the ecosystem are interdependent. Although every region's entrepreneurship ecosystem can be broadly described by the above features, each ecosystem is the result of the hundred elements interacting in highly complex and particular ways.

Entrepreneurship ecosystems eventually become (largely) self-sustaining. When the six domains are resilient enough, they are mutually beneficial. At this point, government involvement can and should be significantly minimized. Public leaders do not need to invest a lot to sustain the ecosystem. It is imperative that the entrepreneurship ecosystem incentives are formulated to be self-liquidating, hence focusing on sustainability of the environment.

# Make in India Campaign

Every entrepreneur has certain needs. Some of their important needs are:

- To easily get loans
- To easily find investors
- To get tax exemptions
- To easily access resources and good infrastructure
- To enjoy a procedure that is free of hassles and is quick
- To be able to easily partner with other firms

The Make in India campaign, launched by Prime Minister Modi aims to satisfy all these needs of young, aspiring entrepreneurs. Its objective is to:

- Make investment easy
- Support new ideas
- Enhance skill development
- Safeguard the ideas of entrepreneurs
- Create state-of-the-art facilities for manufacturing goods

# **Key Schemes to Promote Entrepreneurs**

The government offers many schemes to support entrepreneurs. These schemes are run by various Ministries/Departments of Government of India to support First Generation Entrepreneurs. Take a look at a few key schemes to promote entrepreneurship:

#### SI. Name of the Scheme

- Pradhan Mantri MUDRA Yojana Micro Units Development and Refinance Agency (MUDRA),
- 2. STAND UP INDIA
- 3. Prime Minister Employment Generation Programme (PMEGP)
- 4. International Cooperation
- 5. Performance and Credit Rating
- 6. Marketing Assistance Scheme
- 7. Reimbursement of Registration Fee for Bar Coding
- 8. Enable Participation of MSMEs in State/District level Trade Fairs and Provide Funding Support

- 9. Capital Subsidy Support on Credit for Technology up gradation
- 10. Credit Guarantee Fund for Micro and Small Enterprise (CGFMSE)
- 11. Reimbursement of Certification Fees for Acquiring ISO Standards
- 12. Agricultural Marketing
- 13. Small Agricultural Marketing
- 14. Mega Food Park
- 15. Adivasi Mahila Sashaktikaran Yojana
- 1. Pradhan Mantri MUDRA Yojana, Micro Units Development and Refinance Agency (MUDRA),

#### Description

Under the aegis support of Pradhan Mantri MUDRA Yojana, MUDRA has already created its initial products/schemes. The interventions have been named 'Shishu', 'Kishor' and 'Tarun' to signify the stage of growth/development and funding needs of the beneficiary micro unit/entrepreneur and also provide a reference point for the next phase of graduation/ growth to look forward to:

- a. Shishu: Covering loans upto Rs.50,000/-
- b. Kishor: Covering loans above Rs. 50,000/- and upto Rs.5 lakh
- c. Tarun: Covering loans above Rs. 5 lakh to Rs.10 lakh

### Who can apply?

Any Indian citizen who has a business plan for a non-farm sector income generating activity such as manufacturing, processing, trading or service sector and whose credit need is less than Rs.10 lakh can approach either a Bank, MFI, or NBFC for availing of MUDRA loans under Pradhan Mantri Mudra Yojana (PMMY).

# 2. Stand Up India

# Description

The objective of the Standup India scheme is to facilitate bank loans between Rs.10 lakh and Rs.1 crore to at least one Schedule Caste (SC) or Scheduled Tribe (ST) borrower and at least one woman borrower per bank branch for setting up a Greenfield enterprise. This enterprise may be in manufacturing, services or the trading sector. In case of non-Individual enterprises at least 51% of the shareholding and controlling stake should be held be either an SC/ST or Woman Entrepreneur.

Who can apply?

ST, SC &Women

3. Prime Minister Employment Generation Programme (PMEGP)

# Description

The Scheme is implemented by Khadi and Village Industries Commission (KVIC), as the nodal agency at the National level. At the State level, the Scheme is implemented through State KVIC Directorates, State Khadi and Village Industries Boards (KVIBs) and District Industries Centres (DICs) and banks. The Government subsidy under the Scheme is routed by KVIC through identified banks for eventual distribution to the beneficiaries/entrepreneurs in their bank accounts.

#### Nature of assistance

The maximum cost of the project/unit admissible under manufacturing sector is Rs.25 lakh and under business/service sector is Rs.10 lakh. Levels of funding under PMEGP

Categories of beneficiaries under PMEGP	Beneficiary's contribution (of project cost)	Rate of Subsidy (of project cost)
Area (location of project/unit)		Urban Rural
General Category	10%	15% 25%
Special (including SC / ST / OBC / Minorities / Women, Ex-servicemen, Physically handicapped, NER, Hill and Border areas, etc.	05%	25% 35%

The balance amount of the total project cost will be provided by Banks as term loan as well as working capital.

#### Who can apply?

Any individual, above 18 years of age. At least VIII standard pass for projects costing above Rs.10 lakh in the manufacturing sector and above Rs.5 lakh in the business/service sector. Only new projects are considered for sanction under PMEGP. Self Help Groups (including those belonging to BPL provided that they have not availed benefits under any other Scheme), Institutions registered under Societies Registration Act,1860; Production Co-operative Societies, and Charitable Trusts are also eligible. Existing Units (under PMRY, REGP or any other scheme of Government of India or State Government) and the units that have already availed Government Subsidy under any other scheme of Government of India or State Government are NOT eligible.

# 4. International Cooperation

# Description

The Scheme would cover the following activities:

- a. Deputation of MSME business delegations to other countries for exploring new areas of technology infusion/upgradation, facilitating joint ventures, improving market of MSMEs products, foreign collaborations, etc.
- b. Participation by Indian MSMEs in international exhibitions, trade fairs and buyerseller meets in foreign countries as well as in India, in which there is international participation.
- c. Holding international conferences and seminars on topics and themes of interest to the MSME.

#### Nature of assistance

IC Scheme provides financial assistance towards the airfare and space rent of entrepreneurs. Assistance is provided on the basis of size and the type of the enterprise.

# Who can apply?

- a. State/Central Government Organisations;
- b. Industry/Enterprise Associations; and
- c. Registered Societies/Trusts and Organisations associated with the promotion and development of MSMEs

### 5. Performance and Credit Rating for Micro and Small Enterprises

#### Description

The objective of the Scheme is to create awareness amongst micro & small enterprises about the strengths and weaknesses of their operations and also their credit worthiness.

#### Nature of assistance

Turn Over	Fee to be reimbursed by Ministry of MSME
Up to Rs.50 lacs	75% of the fee charged by the rating agency subject to a ceiling Rs.15,000/-
Above Rs.50 lacs to Rs.200 lacs	75% of the fee charged by the rating agency subject to a ceiling of Rs.30,0001-
Above Rs.200 lacs	75% of the fee charged by the rating agency subject to a ceiling of Rs.40,000/-

# Who can apply?

Any enterprise registered in India as a micro or small enterprise is eligible to apply.

#### 6. Marketing Assistance Scheme

#### Description

The assistance is provided for the following activities:

- a. Organizing exhibitions abroad and participation in international exhibitions/trade fairs
- b. Co-sponsoring of exhibitions organized by other organisations/industry associations/ agencies
- c. Organizing buyer-seller meets, intensive campaigns and marketing promotion events

# Nature of assistance

Financial assistance of up to 95% of the airfare and space rent of entrepreneurs. Assistance is provided on the basis of size and the type of the enterprise. Financial assistance for cosponsoring would be limited to 40% of the net expenditure, subject to maximum amount of Rs.5 lakh.

# Who can apply?

MSMEs, Industry Associations and other organizations related to MSME sector.

# 7. Reimbursement of Registration Fee for Bar Coding

#### Description

The financial assistance is provided towards 75% reimbursement of only one-time registration fee and 75% of annual recurring fee for first three years paid by MSEs to GS1 India for using bar coding.

# Nature of assistance

Funding support for reimbursement of 75% of one time and recurring bar code registration fees.

# Who can apply?

All MSMEs with EM registration.

# 8. Enabling Participation of MSMEs in State/District Level Trade Fairs and Provide Funding Support

# Description

Provide marketing platform to manufacturing MSMEs by enabling their participation in state/district level exhibitions being organized by state/district authorities/associations.

#### Nature of assistance

1. Free registration for participating in trade fairs

**Note**: The selection of participants would be done by the MSME-DIs post the submission of application.

- 2. Reimbursement of 50% of to and fro actual fare by shortest distance/direct train (limited to AC II tier class) from the nearest railway station/bus fare to the place of exhibition and 50% space rental charges for MSMEs (General category entrepreneurs).
- 3. For Women/SC/ST entrepreneurs & entrepreneurs from North Eastern Region Govt. of India will reimburse 80% of items listed above in Point (2).

**Note**: The total reimbursement will be max. Rs.30,000/- per unit for the SC/ST/Women/ Physically Handicapped entrepreneurs, while for the other units the max. limit will be Rs.20,000/- per person per MSME unit.

**Note**: The participant is required to submit follow-up proofs post attending the event to claim reimbursement. The proofs can be submitted after logging in online under the section "My Applications" or directly contacting a DI office.

# Who can apply?

All MSMEs with EM registration.

#### 9. Capital Subsidy Support on Credit for Technology Upgradation

### Description

MSMEs can get a capital subsidy (~15%) on credit availed for technology upgradation.

#### Nature of assistance

Financial assistance for availing credit and loan.

#### Who can apply?

- 1. Banks and financial institutions can apply to DC-MSME for availing support.
- 2. MSMEs need to directly contact the respective banks for getting credit and capital subsidy.

# How to apply?

If you are a financial institution, click on the "Apply Now" button or else you can also directly contact the Office of DC-MSME. You can view the contact details of Office of DC-MSME. If you are an MSME, directly contact the respective banks/financial institutions as listed in the scheme guidelines.

#### 10. Provision of Collateral Free Credit for MSMEs

#### Description

Banks and financial institutions are provided funding assistance under this scheme so that they can in turn lend collateral free credit to MSMEs.

### Nature of assistance

Funding support to banks and financial institutions for lending collateral-free credit to MSMEs.

# Who can apply?

Banks and financial institutions can apply to office of DC-MSME/MSME-DIs for availing support. MSMEs need to directly contact the respective banks for getting credit.

# 11. Reimbursement of certification fees for acquiring ISO standards

ISO 9000/ISO 14001 Certification Reimbursement.

#### Description

The GoI assistance will be provided for one-time reimbursement of expenditure to such MSME manufacturing units which acquire ISO 18000/ISO 22000/ISO 27000 certification.

#### Nature of assistance

Reimbursement of expenditure incurred on acquiring ISO standards.

#### Who can apply?

MSMEs with EM registration.

# 12. Agricultural Marketing

#### Description

A capital investment subsidy for construction/renovation of rural godowns.

Creation of scientific storage capacity and prevention of distress sale.

#### Nature of assistance

Subsidy @ 25% to farmers, 15% of project cost to companies.

# Who can apply

NGOs, SHGs, companies, co-operatives.

# 13. Small Agricultural Marketing

### Description

Business development description provides venture capital assistance in the form of equity, and arranges training and visits of agri-preneurs

# Farmers' Agriculture Business Consortium

Business development description provides venture capital assistance in the form of equity, and arranges training and visits of agri-preneurs.

#### Nature of assistance

Financial assistance with a ceiling of Rs.5 lakh.

# Who can apply

Individuals, farmers, producer groups, partnership/propriety firms, SGHs, agri-preneurs, etc.

# 14. Mega Food Park

### Description

Mechanism to link agricultural production and market to maximize value addition, enhance farmers income, create rural employment.

#### Nature of assistance

One-time capital grant of 50% of project cost with a limit of Rs.50 crore.

# Who can apply

Farmers, farmer groups, SHGs.

# 15. Adivasi Mahila Sashaktikaran Yojana

#### Description

Concessional scheme for the economic development of ST women.

#### Nature of assistance

Term loan at concessional rates upto 90% of cost of scheme.

### Who can apply

Scheduled Tribes Women.



- Research the existing market, network with other entrepreneurs, venture capitalists, angel investors, and thoroughly review the policies in place to enable your entrepreneurship.
- Failure is a stepping stone and not the end of the road. Review yours and your peers' errors and correct them in your future venture.
- Be proactive in your ecosystem. Identify the key features of your ecosystem and enrich them to ensure self-sustainability of your entrepreneurship support ecosystem.

## 12.5.7 Risk Appetite & Resilience: Entrepreneurship and Risk

Entrepreneurs are inherently risk takers. They are path-makers not path-takers. Unlike a normal, cautious person, an entrepreneur would not think twice about quitting his job (his sole income) and taking a risk on himself and his idea.

An entrepreneur is aware that while pursuing his dreams, assumptions can be proven wrong and unforeseen events may arise. He knows that after dealing with numerous problems, success is still not guaranteed. Entrepreneurship is synonymous with the ability to take risks. This ability, called risk-appetite, is an entrepreneurial trait that is partly genetic and partly acquired.

## What is Risk Appetite

Risk appetite is defined as the extent to which a company is equipped to take risk, in order to achieve its objectives. Essentially, it refers to the balance, struck by the company, between possible profits and the hazards caused by changes in the environment (economic ecosystem, policies, etc.). Taking on more risk may lead to higher rewards but have a high probability of losses as well. However, being too conservative may go against the company as it can miss out on good opportunities to grow and reach their objectives.

The levels of risk appetite can be broadly categorized as "low", "medium" and "high." The company's entrepreneur(s) have to evaluate all potential alternatives and select the option most likely to succeed. Companies have varying levels of risk appetites for different objectives. The levels depend on:

- The type of industry
- Market pressures
- Company objectives

For example, a startup with a revolutionary concept will have a very high risk appetite. The startup can afford short term failures before it achieves longer term success. This type of appetite will not remain constant and will be adjusted to account for the present circumstances of the company.

## **Risk Appetite Statement**

Companies have to define and articulate their risk appetite in sync with decisions made about their objectives and opportunities. The point of having a risk appetite statement is to have a framework that clearly states the acceptance and management of risk in business. It sets risk taking limits within the company. The risk appetite statement should convey the following:

- The nature of risks the business faces.
- Which risks the company is comfortable taking on and which risks are unacceptable.
- How much risk to accept in all the risk categories.
- The desired tradeoff between risk and reward.
- Measures of risk and methods of examining and regulating risk exposures.

## **Entrepreneurship and Resilience**

Entrepreneurs are characterized by a set of qualities known as resilience. These qualities play an especially large role in the early stages of developing an enterprise. Risk resilience is an extremely valuable characteristic as it is believed to protect entrepreneurs against the threat of challenges and changes in the business environment.

## What is Entrepreneurial Resilience

Resilience is used to describe individuals who have the ability to overcome setbacks related to their life and career aspirations. A resilient person is someone who is capable of easily and quickly recovering from setbacks. For the entrepreneur, resilience is a critical trait. Entrepreneurial resilience can be enhanced in the following ways:

- By developing a professional network of coaches and mentors
- By accepting that change is a part of life
- By viewing obstacles as something that can be overcome

## **Characteristics of a Resilient Entrepreneur**

The characteristics required to make an entrepreneur resilient enough to go the whole way in their business enterprise are:

- A strong internal sense of control
- Strong social connections
- Skill to learn from setbacks
- Ability to look at the bigger picture
- Ability to diversify and expand
- Survivor attitude
- Cash-flow conscious habits
- Attention to detail



- Cultivate a great network of clients, suppliers, peers, friends and family. This will not only help you promote your business, but will also help you learn, identify new opportunities and stay tuned to changes in the market.
- Don't dwell on setbacks. Focus on what the you need to do next to get moving again.
- While you should try and curtail expenses, ensure that it is not at the cost of your growth.

## 12.5.8 Success & Failures: Understanding Successes and Failures in Entrepreneurship

Shyam is a famous entrepreneur, known for his success story. But what most people don't know, is that Shyam failed numerous times before his enterprise became a success. Read his interview to get an idea of what entrepreneurship is really about, straight from an entrepreneur who has both, failed and succeeded.

**Interviewer**: Shyam, I have heard that entrepreneurs are great risk-takers who are never afraid of failing. Is this true?

**Shyam**: Ha ha, no of course it's not true! Most people believe that entrepreneurs need to be fearlessly enthusiastic. But the truth is, fear is a very normal and valid human reaction, especially when you are planning to start your own business! In fact, my biggest fear was the fear of failing. The reality is, entrepreneurs fail as much as they succeed. The trick is to not allow the fear of failing to stop you from going ahead with your plans. Remember, failures are lessons for future success!

Interviewer: What, according to you, is the reason that entrepreneurs fail?

Shyam: Well, there is no one single reason why entrepreneurs fail. An entrepreneur can fail due to numerous reasons. You could fail because you have allowed your fear of failure to defeat you. You could fail because you are unwilling to delegate (distribute) work. As the saying goes, "You can do anything, but not everything!" You could fail because you gave up too easily — maybe you were not persistent enough. You could fail because you were focusing your energy on small, insignificant tasks and ignoring the tasks that were most important. Other reasons for failing are partnering with the wrong people, not being able to sell your product to the right customers at the right time at the right price... and many more reasons!

**Interviewer**: As an entrepreneur, how do you feel failure should be looked at?

**Shyam**: I believe we should all look at failure as an asset, rather than as something negative. The way I see it, if you have an idea, you should try to make it work, even if there is a chance that you will fail. That's because not trying is failure right there, anyway! And failure is not the worst thing that can happen. I think having regrets because of not trying, and wondering 'what if' is far worse than trying and actually failing.

**Interviewer**: How did you feel when you failed for the first time?

**Shyam:** I was completely heartbroken! It was a very painful experience. But the good news is, you do recover from the failure. And with every subsequent failure, the recovery process gets a lot easier. That's because you start to see each failure more as a lesson that will eventually help you succeed, rather than as an obstacle that you cannot overcome. You will start to realize that failure has many benefits.

Interviewer: Can you tell us about some of the benefits of failing?

**Shyam:** One of the benefits that I have experienced personally from failing is that the failure made me see things in a new light. It gave me answers that I didn't have before. Failure can make you a lot stronger. It also helps keep your ego in control.

**Interviewer:** What advice would you give entrepreneurs who are about to start their own enterprises?

**Shyam:** I would tell them to do their research and ensure that their product is something that is actually wanted by customers. I'd tell them to pick their partners and employees very wisely and cautiously. I'd tell them that it's very important to be aggressive — push and market your product as aggressively as possible. I would warn them that starting an enterprise is very expensive and that they should be prepared for a situation where they run out of money.

I would tell them to create long term goals and put a plan in action to achieve that goal. I would tell them to build a product that is truly unique. Be very careful and ensure that you are not copying another startup. Lastly, I'd tell them that it's very important that they find the right investors.

**Interviewer:** That's some really helpful advice, Shyam! I'm sure this will help all entrepreneurs to be more prepared before they begin their journey! Thank you for all your insight!



- Remember that nothing is impossible.
- Identify your mission and your purpose before you start.
- Plan your next steps don't make decisions hastily.

## 12.6: Preparing to be an Entrepreneur

## **Unit Objectives**



#### At the end of this unit, you will be able to:

- 1. Discuss how market research is carried out
- 2. Describe the 4 Ps of marketing
- 3. Discuss the importance of idea generation
- 4. Recall basic business terminology
- 5. Discuss the need for CRM
- 6. Discuss the benefits of CRM
- 7. Discuss the need for networking
- 8. Discuss the benefits of networking
- 9. Discuss the importance of setting goals
- 10. Differentiate between short-term, medium-term and long-term goals
- 11. Discuss how to write a business plan
- 12. Explain the financial planning process
- 13. Discuss ways to manage your risk
- 14. Describe the procedure and formalities for applying for bank finance
- 15. Discuss how to manage your own enterprise
- 16. List important questions that every entrepreneur should ask before starting an enterprise

# 12.6.1 Market Study / The 4 Ps of Marketing / Importance of an IDEA: Understanding Market Research

Market research is the process of gathering, analyzing and interpreting market information on a product or service that is being sold in that market. It also includes information on:

- Past, present and prospective customers
- Customer characteristics and spending habits
- The location and needs of the target market
- The overall industry
- Relevant competitors

Market research involves two types of data:

- Primary information. This is research collected by yourself or by someone hired by you.
- Secondary information. This is research that already exists and is out there for you to find and use.

#### **Primary research**

Primary research can be of two types:

- Exploratory: This is open-ended and usually involves detailed, unstructured interviews.
- Specific: This is precise and involves structured, formal interviews. Conducting specific research is the more expensive than conducting exploratory research.

#### Secondary research

Secondary research uses outside information. Some common secondary sources are:

- Public sources: These are usually free and have a lot of good information. Examples are government departments, business departments of public libraries etc.
- Commercial sources: These offer valuable information but usually require a fee to be paid. Examples are research and trade associations, banks and other financial institutions etc.
- Educational institutions: These offer a wealth of information. Examples are colleges, universities, technical institutes etc.

## The 4 Ps of Marketing

The 4 Ps of marketing are Product, Price, Promotion and Place. Let's look at each of these 4 Ps in detail.

#### Product -

A product can be:

A tangible good
 An intangible service

Whatever your product is, it is critical that you have a clear understanding of what you are offering, and what its unique characteristics are, before you begin with the marketing process.

Some questions to ask yourself are:

- What does the customer want from the product/service?
- What needs does it satisfy?
- Are there any more features that can be added?
- Does it have any expensive and unnecessary features?
- How will customers use it?
- What should it be called?
- How is it different from similar products?
- How much will it cost to produce?
- Can it be sold at a profit?

#### Price

Once all the elements of Product have been established, the Price factor needs to be considered.

The Price of a Product will depend on several factors such as profit margins, supply, demand and the marketing strategy.

Some questions to ask yourself are:

- What is the value of the product/service to customers?
- Do local products/services have established price points?
- Is the customer price sensitive?
- Should discounts be offered?
- How is your price compared to that of your competitors?

#### **Promotion**

Once you are certain about your Product and your Price, the next step is to look at ways to promote it. Some key elements of promotion are advertising, public relations, social media marketing, email marketing, search engine marketing, video marketing and more.

Some questions to ask yourself are:

- Where should you promote your product or service?
- What is the best medium to use to reach your target audience?
- When would be the best time to promote your product?
- How are your competitors promoting their products?

#### Place

According to most marketers, the basis of marketing is about offering the right product, at the right price, at the right place, at the right time. For this reason, selecting the best possible location is critical for converting prospective clients into actual clients.

Some questions to ask yourself are:

- Will your product or service be looked for in a physical store, online or both?
- What should you do to access the most appropriate distribution channels?
- Will you require a sales force?
- Where are your competitors offering their products or services?
- Should you follow in your competitors' footsteps?
- Should you do something different from your competitors?

## Importance of an IDEA -

Ideas are the foundation of progress. An idea can be small or ground-breaking, easy to accomplish or extremely complicated to implement. Whatever the case, the fact that it is an idea gives it merit. Without ideas, nothing is possible. Most people are afraid to speak out their ideas, out for fear of being ridiculed. However, if are an entrepreneur and want to remain competitive and innovative, you need to bring your ideas out into the light.

Some ways to do this are by:

- Establishing a culture of brainstorming where you invite all interested parties to contribute
- Discussing ideas out loud so that people can add their ideas, views, opinions to them
- Being open minded and not limiting your ideas, even if the idea who have seems ridiculous
- Not discarding ideas that you don't work on immediately, but instead making a note of them and shelving them so they can be revisited at a later date



- Keep in mind that good ideas do not always have to be unique.
- Remember that timing plays a huge role in determining the success of your idea.
- Situations and circumstances will always change, so be flexible and adapt your idea accordingly.

## 12.6.2 Business Entity Concepts: Basic Business Terminology

If your aim is to start and run a business, it is crucial that you have a good understanding of basic business terms. Every entrepreneur should be well versed in the following terms:

- Accounting: A systematic method of recording and reporting financial transactions.
- Accounts payable: Money owed by a company to its creditors.
- Accounts Receivable: The amount a company is owed by its clients.
- Assets: The value of everything a company owns and uses to conduct its business.
- Balance Sheet: A snapshot of a company's assets, liabilities and owner's equity at a given moment.
- Bottom Line: The total amount a business has earned or lost at the end of a month.
- Business: An organization that operates with the aim of making a profit.
- Business to Business (B2B): A business that sells goods or services to another business.
- Business to Consumer (B2C): A business that sells goods or services directly to the end user.
- Capital: The money a business has in its accounts, assets and investments. The two main types of capital are debt and equity.
- Cash Flow: The overall movement of funds through a business each month, including income and expenses.
- Cash Flow Statement: A statement showing the money that entered and exited a business during a specific period of time.
- Contract: A formal agreement to do work for pay.
- Depreciation: The degrading value of an asset over time.
- Expense: The costs that a business incurs through its operations.
- Finance: The management and allocation of money and other assets.
- Financial Report: A comprehensive account of a business' transactions and expenses.
- Fixed Cost: A one-time expense.
- Income Statement (Profit and Loss Statement): Shows the profitability of a business during a period of time.
- Liabilities: The value of what a business owes to someone else.
- Marketing: The process of promoting, selling and distributing a product or service.
- Net Income/Profit: Revenues minus expenses.
- Net Worth: The total value of a business.
- Payback Period: The amount of time it takes to recover the initial investment of a business.
- Profit Margin: The ratio of profit, divided by revenue, displayed as a percentage.
- Return on Investment (ROI): The amount of money a business gets as return from an investment.

- Revenue: The total amount of income before expenses are subtracted.
- Sales Prospect: A potential customer.
- Supplier: A provider of supplies to a business.
- Target Market: A specific group of customers at which a company's products and services are aimed.
- Valuation: An estimate of the overall worth of the business.
- Variable Cost: Expenses that change in proportion to the activity of a business.
- Working Capital: Calculated as current assets minus current liabilities.
- Business Transactions: There are three types of business transactions. These are:
  - Simple Transactions Usually a single transaction between a vendor and a customer. For example: Buying a cup of coffee.
  - Complex Transactions These transactions go through a number of events before they can be completed. For example: Buying a house.
  - Ongoing transactions These transactions usually require a contract. For example:
     Contract with a vendor.

**Basic Accounting Formulas** 

Take a look some important accounting formulas that every entrepreneur needs to know.

1. The Accounting Equation: This is value of everything a company owns and uses to conduct its business.

Formula:

Assets = Liability + Owner's Equity

2. Net Income: This is the profit of the company.

Formula:

Net Income = Revenues - Expenses

3. Break-Even Point: This is the point at which the company will not make a profit or a loss. The total cost and total revenues are equal.

Formula:

Break-Even = Fixed Costs/Sales Price - Variable Cost per Unit

4. Cash Ratio: This tells us about the liquidity of a company.

Formula:

Cash Ratio = Cash/Current Liabilities

5. Profit Margin: This is shown as a percentage. It shows what percentage of sales are left over after all the expenses are paid by the business.

Formula:

Profit Margin = Net Income/Sales

6. Debt-to-Equity Ratio: This ratio shows how much equity and debt a company is using to finance its assets, and whether the shareholder equity can fulfill obligations to creditors if the business starts making a loss.

Formula:

Debt-to-Equity Ratio = Total Liabilities/Total Equity

1. Cost of Goods Sold: This is the total of all costs used to create a product or service, which has been sold.

Formula:

Cost of Goods Sold = Cost of Materials/Inventory – Cost of Outputs

8. Return on Investment (ROI): This is usually shown as a percentage. It calculates the profits of an investment as a percentage of the original cost.

Formula:

ROI = Net Profit/Total Investment \* 100

9. Simple Interest: This is money you can earn by initially investing some money (the principal).

Formula:

$$A = P(1 + rt); R = r * 100$$

Where

A = Total Accrued Amount (principal + interest)

P = Principal Amount

I = Interest Amount

r = Rate of Interest per year in decimal; <math>r = R/100

t = Time Period involved in months or years

10. Annual Compound Interest: The calculates the addition of interest to the principal sum of a loan or deposit.

Formula:

$$A = P (1 + r/n) ^ nt$$
:

Where:

A = the future value of the investment/loan, including interest

P = the principal investment amount (the initial deposit or loan amount)

r = the annual interest rate (decimal)

n = the number of times that interest is compounded per year

t = the number of years the money is invested or borrowed for

## 12.6.3 CRM & Networking: What is CRM

CRM stands for Customer Relationship Management. Originally the expression Customer Relationship Management meant managing one's relationship with customers. However, today it refers to IT systems and software designed to help companies manage their relationships.

#### The Need for CRM

The better a company can manage its relationships with its customers, the higher the chances of the company's success. For any entrepreneur, the ability to successfully retain existing customers and expand the enterprise is paramount. This is why IT systems that focus on addressing the problems of dealing with customers on a daily basis are becoming more and more in demand.

Customer needs change over time, and technology can make it easier to understand what customers really want. This insight helps companies to be more responsive to the needs of their customers. It enables them to modify their business operations when required, so that their customers are always served in the best manner possible. Simply put, CRM helps companies recognize the value of their clients and enables them to capitalize on improved customer relations.

#### **Benefits of CRM**

CRM has a number of important benefits:

- It helps improve relations with existing customers which can lead to:
  - ~ Increased sales
  - Identification of customer needs
  - ~ Cross-selling of products
- It results in better marketing of one's products or services
- It enhances customer satisfaction and retention
- It improves profitability by identifying and focusing on the most profitable customers

## **12.6.4** What is Networking

In business, networking means leveraging your business and personal connections in order to bring in a regular supply of new business. This marketing method is effective as well as low cost. It is a great way to develop sales opportunities and contacts. Networking can be based on referrals and introductions, or can take place via phone, email, and social and business networking websites.

## **12.6.5** The Need for Networking

Networking is an essential personal skill for business people, but it is even more important for entrepreneurs. The process of networking has its roots in relationship building. Networking results in greater communication and a stronger presence in the entrepreneurial ecosystem. This helps build strong relationships with other entrepreneurs.

Business networking events held across the globe play a huge role in connecting like-minded entrepreneurs who share the same fundamental beliefs in communication, exchanging ideas and converting ideas into realities. Such networking events also play a crucial role in connecting entrepreneurs with potential investors. Entrepreneurs may have vastly different experiences and backgrounds but they all have a common goal in mind – they all seek connection, inspiration, advice, opportunities and mentors. Networking offers them a platform to do just that.

## **Benefits of Networking**

Networking offers numerous benefits for entrepreneurs. Some of the major benefits are:

- Getting high quality leads
- Increased business opportunities
- Good source of relevant connections
- Advice from like-minded entrepreneurs
- Gaining visibility and raising your profile
- Meeting positive and enthusiastic people
- Increased self-confidence
- Satisfaction from helping others
- Building strong and lasting friendships



- Use social media interactions to identify needs and gather feedback.
- When networking, ask open-ended questions rather than yes/no type questions.

## 12.6.6 Business Plan: Why Set Goals

Setting goals is important because it gives you long-term vision and short-term motivation. Goals can be short term, medium term and long term.

#### **Short-Term Goals**

• These are specific goals for the immediate future.

**Example**: Repairing a machine that has failed.

#### **Medium-Term Goals**

- These goals are built on your short term goals.
- They do not need to be as specific as your short term goals.

**Example**: Arranging for a service contract to ensure that your machines don't fail again.

#### **Long-Term Goals**

These goals require time and planning.

They usually take a year or more to achieve.

**Example**: Planning your expenses so you can buy new machinery

## Why Create a Business Plan

A business plan is a tool for understanding how your business is put together. It can be used to monitor progress, foster accountable and control the fate of the business. It usually offers a 3-5 year projection and outlines the plan that the company intends to follow to grow its revenues. A business plan is also a very important tool for getting the interest of key employees or future investors.

A business plan typically comprises of eight elements.

### **Elements of a Business Plan**

#### **Executive Summary**

The executive summary follows the title page. The summary should clearly state your desires as the business owner in a short and businesslike way. It is an overview of your business and your plans. Ideally this should not be more than 1-2 pages.

Your Executive Summary should include:

• The Mission Statement: Explain what your business is all about.

#### **Example: Nike's Mission Statement**

Nike's mission statement is "To bring inspiration and innovation to every athlete in the world."

- Company Information: Provide information like when your business was formed, the names and roles of the founders, the number of employees, your business location(s) etc.
- Growth Highlights: Mention examples of company growth. Use graphs and charts where possible.
- Your Products/Services: Describe the products or services provided.
- Financial Information: Provide details on current bank and investors.
- Summarize future plans: Describe where you see your business in the future.

#### **Business Description**

The second section of your business plan needs to provide a detailed review of the different elements of your business. This will help potential investors to correctly understand your business goal and the uniqueness of your offering.

Your Business Description should include:

- A description of the nature of your business
- The market needs that you are aiming to satisfy
- The ways in which your products and services meet these needs
- The specific consumers and organizations that you intend to serve
- Your specific competitive advantages

#### **Market Analysis**

The market analysis section usually follows the business description. The aim of this section is to showcase your industry and market knowledge. This is also the section where you should lay down your research findings and conclusions.

Your Market Analysis should include:

- Your industry description and outlook
- Information on your target market
- The needs and demographics of your target audience
- The size of your target market
- The amount of market share you want to capture
- Your pricing structure
- Your competitive analysis
- Any regulatory requirements

#### **Organization & Management**

This section should come immediately after the Market Analysis.

Your Organization & Management section should include:

- Your company's organizational structure
- Details of your company's ownership
- Details of your management team
- Qualifications of your board of directors
- Detailed descriptions of each division/department and its function
- The salary and benefits package that you offer your people
- The incentives that you offer

#### **Service or Product Line**

The next section is the service or product line section. This is where you describe your service or product, and stress on their benefits to potential and current customers. Explain in detail why your product of choice will fulfill the needs of your target audience.

Your Service or Product Line section should include:

- A description of your product/service
- A description of your product or service's life cycle
- A list of any copyright or patent filings
- A description of any R&D activities that you are involved in or planning

#### **Marketing & Sales**

Once the Service or Product Line section of your plan has been completed, you should start on the description of the marketing and sales management strategy for your business.

Your Marketing section should include the following strategies:

- **Market penetration strategy**: This strategy focuses on selling your existing products or services in existing markets, in order to increase your market share.
- **Growth strategy**: This strategy focuses on increasing the amount of market share, even if it reduces earnings in the short-term.
- **Channels of distribution strategy**: These can be wholesalers, retailers, distributers and even the internet.
- **Communication strategy**: These can be written strategies (e-mail, text, chat), oral strategies (phone calls, video chats, face-to-face conversations), non-verbal strategies (body language, facial expressions, tone of voice) and visual strategies (signs, webpages, illustrations).

Your Sales section should include the following information:

- A salesforce strategy: This strategy focuses on increasing the revenue of the enterprise.
- A breakdown of your sales activities: This means detailing out how you intend to sell your products or services will you sell it offline or online, how many units do you intend to sell, what price do you plan to sell each unit at, etc.

#### **Funding Request**

This section is specifically for those who require funding for their venture.

The Funding Request section should include the following information:

- How much funding you currently require.
- How much funding you will require over the next five years. This will depend on your longterm goals.
- The type of funding you want and how you plan to use it. Do you want funding that can be used only for a specific purpose, or funding that can be used for any kind of requirement?
- Strategic plans for the future. This will involve detailing out your long-term plans what these plans are and how much money you will require to put these plans in motions.
- Historical and prospective financial information. This can be done by creating and maintaining all your financial records, right from the moment your enterprise started, to the present day. Documents required for this are your balance sheet which contains details of your company's assets and liabilities, your income statement which lists your company's revenues, expenses and net income for the year, your tax returns (usually for the last three years) and your cash flow budget which lists the cash that came in, the cash that went out and states whether you had a cash deficit (negative balance) or surplus (positive balance) at the end of each month.

#### **Financial Planning**

Before you begin building your enterprise, you need to plan your finances. Take a look at the steps for financial planning:

**Step 1**: Create a financial plan. This should include your goals, strategies and timelines for accomplishing these goals.

**Step 2**: Organize all your important financial documents. Maintain a file to hold your investment details, bank statements, tax papers, credit card bills, insurance papers and any other financial records.

**Step 3**: Calculate your net worth. This means figure out what you own (assets like your house, bank accounts, investments etc.), and then subtract what you owe (liabilities like loans, pending credit card amounts etc.) the amount you are left with is your net worth.

**Step 4**: Make a spending plan. This means write down in detail where your money will come from, and where it will go.

**Step 5**: Build an emergency fund. A good emergency fund contains enough money to cover at least 6 months' worth of expenses.

**Step 6**: Set up your insurance. Insurance provides long term financial security and protects you against risk.

#### **Risk Management**

As an entrepreneur, it is critical that you evaluate the risks involved with the type of enterprise that you want to start, before you begin setting up your company. Once you have identified potential risks, you can take steps to reduce them. Some ways to manage risks are:

- Research similar business and find out about their risks and how they were minimized.
- Evaluate current market trends and find out if similar products or services that launched a while ago are still being well received by the public.
- Think about whether you really have the required expertise to launch your product or service.
- Examine your finances and see if you have enough income to start your enterprise.
- Be aware of the current state of the economy, consider how the economy may change over time, and think about how your enterprise will be affected by any of those changes.
- Create a detailed business plan.



- Ensure all the important elements are covered in your plan.
- Scrutinize the numbers thoroughly.
- Be concise and realistic.
- Be conservative in your approach and your projections.
- Use visuals like charts, graphs and images wherever possible.

## **12.6.7** Procedure and Formalities for Bank Finance: The Need for Bank Finance

For entrepreneurs, one of the most difficult challenges faced involves securing funds for startups. With numerous funding options available, entrepreneurs need to take a close look at which funding methodology works best for them. In India, banks are one of the largest funders of startups, offering funding to thousands of startups every year.

## What Information Should Entrepreneurs Offer Banks for Funding

When approaching a bank, entrepreneurs must have a clear idea of the different criteria that banks use to screen, rate and process loan applications. Entrepreneurs must also be aware of the importance of providing banks with accurate and correct information. It is now easier than ever for financial institutions to track any default behaviour of loan applicants. Entrepreneurs looking for funding from banks must provide banks with information relating to their general credentials, financial situation and guarantees or collaterals that can be offered.

#### **General Credentials**

This is where you, as an entrepreneur, provide the bank with background information on yourself. Such information includes:

- Letter(s) of Introduction: This letter should be written by a respected business person
  who knows you well enough to introduce you. The aim of this letter is set across your
  achievements and vouch for your character and integrity.
- Your Profile: This is basically your resume. You need to give the bank a good idea of your educational achievements, professional training, qualifications, employment record and achievements.
- Business Brochure: A business brochure typically provides information on company products, clients, how long the business has been running for etc.
- Bank and Other References: If you have an account with another bank, providing those bank references is a good idea.
- Proof of Company Ownership or Registration: In some cases, you may need to provide the bank with proof of company ownership and registration. A list of assets and liabilities may also be required.

#### **Financial Situation**

Banks will expect current financial information on your enterprise. The standard financial reports you should be prepared with are:

- Balance Sheet
- Cash-Flow Statement
- Business Plan

- Profit-and-Loss Account
- Projected Sales and Revenues
- Feasibility Study

#### **Guarantees or Collaterals**

Usually banks will refuse to grant you a loan without security. You can offer assets which the bank can seize and sell off if you do not repay the loan. Fixed assets like machinery, equipment, vehicles etc. are also considered to be security for loans.

## **The Lending Criteria of Banks**

Your request for funding will have a higher chance of success if you can satisfy the following lending criteria:

- Good cash flow
- Adequate shareholders' funds
- Adequate security
- Experience in business
- Good reputation

### The Procedure

To apply for funding the following procedure will need to be followed.

- 1. Submit your application form and all other required documents to the bank.
- 2. The bank will carefully assess your credit worthiness and assign ratings by analyzing your business information with respect to parameters like management, financial, operational and industry information as well as past loan performance.
- 3. The bank will make a decision as to whether or not you should be given funding.



- Get advice on funding options from experienced bankers.
- Be cautious and avoid borrowing more than you need, for longer than you need, at an interest rate that is higher than you are comfortable with.

## **12.6.8 Enterprise Management - An Overview: How to Manage Your Enterprise**

To manage your enterprise effectively you need to look at many different aspects, right from managing the day-to-day activities to figuring out how to handle a large scale event. Let's take a look at some simple steps to manage your company effectively.

#### Step 1: Use your leadership skills and ask for advice when required.

Let's take the example of Ramu, an entrepreneur who has recently started his own enterprise. Ramu has good leadership skills – he is honest, communicates well, knows how to delegate work etc. These leadership skills definitely help Ramu in the management of his enterprise. However, sometimes Ramu comes across situations that he is unsure how to handle. What should Ramu do in this case? One solution is for him to find a more experienced manager who is willing to mentor him. Another solution is for Ramu to use his networking skills so that he can connect with managers from other organizations, who can give him advice on how to handle such situations.

#### Step 2: Divide your work amongst others - realize that you cannot handle everything yourself.

Even the most skilled manager in the world will not be able to manage every single task that an enterprise will demand of him. A smart manager needs to realize that the key to managing his enterprise lies in his dividing all his work between those around him. This is known as delegation. However, delegating is not enough. A manager must delegate effectively if he wants to see results. This is important because delegating, when done incorrectly, can result in you creating even more work for yourself. To delegate effectively, you can start by making two lists. One list should contain the things that you know you need to handle yourself. The second list should contain the things that you are confident can be given to others to manage and handle. Besides incorrect delegation, another issue that may arise is over-delegation. This means giving away too many of your tasks to others. The problem with this is, the more tasks you delegate, the more time you will spend tracking and monitoring the work progress of those you have handed the tasks to. This will leave you with very little time to finish your own work.

#### Step 3: Hire the right people for the job.

Hiring the right people goes a long way towards effectively managing your enterprise. To hire the best people suited for the job, you need to be very careful with your interview process. You should ask potential candidates the right questions and evaluate their answers carefully. Carrying out background checks is always a good practice. Running a credit check is also a good idea, especially if the people you are planning to hire will be handling your money. Create a detailed job description for each role that you want filled and ensure that all candidates have a clear and correct understanding of the job description. You should also have an employee manual in place, where you

put down every expectation that you have from your employees. All these actions will help ensure that the right people are approached for running your enterprise.

#### Step 4: Motivate your employees and train them well.

Your enterprise can only be managed effectively if your employees are motivated to work hard for your enterprise. Part of being motivated involves your employees believing in the vision and mission of your enterprise and genuinely wanting to make efforts towards pursuing the same. You can motivate your employees with recognition, bonuses and rewards for achievements. You can also motivate them by telling them about how their efforts have led to the company's success. This will help them feel pride and give them a sense of responsibility that will increase their motivation.

Besides motivating your people, your employees should be constantly trained in new practices and technologies. Remember, training is not a one-time effort. It is a consistent effort that needs to be carried out regularly.

#### Step 5: Train your people to handle your customers well.

Your employees need to be well-versed in the art of customer management. This means they should be able to understand what their customers want, and also know how to satisfy their needs. For them to truly understand this, they need to see how you deal effectively with customers. This is called leading by example. Show them how you sincerely listen to your clients and the efforts that you put into understand their requirements. Let them listen to the type of questions that you ask your clients so they understand which questions are appropriate.

#### Step 6: Market your enterprise effectively.

Use all your skills and the skills of your employees to market your enterprise in an effective manner. You can also hire a marketing agency if you feel you need help in this area.

Now that you know what is required to run your enterprise effectively, put these steps into play, and see how much easier managing your enterprise becomes!



- Get advice on funding options from experienced bankers.
- Be cautious and avoid borrowing more than you need, for longer than you need, at an interest rate that is higher than you are comfortable with.

## 12.6.9 20 Questions to Ask Yourself Before Considering Entrepreneurship

- 1. Why am I starting a business?
- 2. What problem am I solving?
- 3. Have others attempted to solve this problem before? Did they succeed or fail?
- 4. Do I have a mentor or industry expert that I can call on?
- 5. Who is my ideal customer?
- 6. Who are my competitors?
- 7. What makes my business idea different from other business ideas?
- 8. What are the key features of my product or service?
- 9. Have I done a SWOT analysis?
- 10. What is the size of the market that will buy my product or service?
- 11. What would it take to build a minimum viable product to test the market?
- 12. How much money do I need to get started?
- 13. Will I need to get a loan?
- 14. How soon will my products or services be available?
- 15. When will I break even or make a profit?
- 16. How will those who invest in my idea make a profit?
- 17. How should I set up the legal structure of my business?
- 18. What taxes will I need to pay?
- 19. What kind of insurance will I need?
- 20. Have I reached out to potential customers for feedback?

## Tips



- It is very important to validate your business ideas before you invest significant time, money and resources into it.
- The more questions you ask yourself, the more prepared you will be to handle to highs and lows of starting an enterprise.

#### **Footnotes:**

- 1. A mentor is a trusted and experienced person who is willing to coach and guide you.
- 2. A customer is someone who buys goods and/or services.
- 3. A competitor is a person or company that sells products and/or services similar to your products and/or services.
- 4. SWOT stands for Strengths, Weaknesses, Opportunities and Threats. To conduct a SWOT analysis of your company, you need to list down all the strengths and weaknesses of your company, the opportunities that are present for your company and the threats faced by your company.

- 5. A minimum viable product is a product that has the fewest possible features, that can be sold to customers, for the purpose of getting feedback from customers on the product.
- 6. A company is said to break even when the profits of the company are equal to the costs.
- 7. The legal structure could be a sole proprietorship, partnership or limited liability partnership.
- 8. There are two types of taxes direct taxes payable by a person or a company, or indirect taxes charged on goods and/or services.
- 9. There are two types of insurance life insurance and general insurance. Life insurance covers human life while general insurance covers assets like animals, goods, cars etc.

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#### **Participant Handbook**

Notes











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