



K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

Project Report

On

Memorandum of Understanding (MoU)

Between

Posh Domo

Iris Tech Park, Sector 48, Gurugram, Haryana

&

School of Hotel Management & Catering Technology

K.R. Mangalam University

Sohna Road, Gurgaon

Jan 14/12/2023
Sapna Singh
Customer Success Manager
Posh Domo

Deepika Roy
Project Guide: Ms Deepika Roy
Assistant Professor
SOHMCT

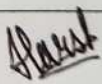
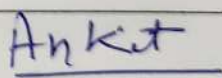
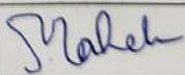
DECLARATION

We, the undersigned, hereby declare that the project report entitled is an authentic work carried out by us under the Memorandum of Understanding (MoU) signed between School Of Hotel Management & Catering Technology at K.R. Mangalam University and Posh Domo on 14th of August 2023. The project was undertaken as a part of our academic curriculum for BHMCT during the 7th Semester.

We affirm that the work presented in this report is the result of our independent effort and has not been submitted elsewhere for any other purpose. All sources of information and data used in this project have been duly acknowledged, and references have been provided in accordance with the academic guidelines.

Furthermore, we declare that the project work represents our original contribution to the field of hospitality management. Any contributions from external sources have been appropriately cited and credited.

We acknowledge the guidance and support extended to us by our faculty guide, Ms. Deepika Roy, Assistant Professor, School Of Hotel Management & Catering Technology and express our gratitude to Posh Domo for providing us with the opportunity to work on this project.

| Sr. No. | Student's Name | Roll Number | Programme Name | Signature |
|---------|----------------|-------------|----------------|---|
| 1. | Harsh Garg | 2014760003 | BHMCT |  |
| 2. | Ankit khatana | 2014760004 | BHMCT |  |
| 3. | Mahek saxena | 2014760005 | BHMCT |  |

Date:30/11/2023

Place: Gurgaon

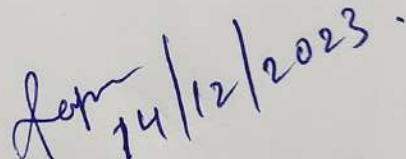
CERTIFICATE

This is to confirm that the individuals mentioned above, who are enrolled in the BHMCT program, have successfully concluded the project titled "Curriculum Design on MoU Signed with Posh Domo" under the supervision of Ms. Deepika Roy, Assistant Professor at SOHMCT. The project undertaken reflects their own original contributions, and the references provided in this report are verifiable and genuine.

| Sr. No. | Student's Name | Roll Number | Programme Name | Collaboration With |
|---------|----------------|-------------|----------------|--------------------|
| 1. | Harsh Garg | 2014760003 | BHMCT | Poshdomo |
| 2. | Ankit khatana | 2014760004 | BHMCT | Poshdomo |
| 3. | Mahek saxena | 2014760005 | BHMCT | Poshdomo |



Ms. Deepika Roy
Assistant Professor
SOHMCT



Ms. Sapha Singh
Customer Success Manager
Posh Domo

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I. Introduction



Posh Domo is a company specializing in home management services, offering personalized solutions to simplify the management of households. With a focus on the hospitality industry, our team, ranging from 11 to 50 employees, operates from our headquarters in Gurugram. As a privately held company founded in 2022, we provide reliable and tailored services, including home care, concierge assistance, eco-friendly cleaning, and an emphasis on creating exceptional living experiences. Our commitment is to offer bespoke home management that caters to the diverse needs of our clients.

Posh Domo distinguishes itself as a leading provider of premier home management services, offering personalized solutions to assist clients in effortlessly overseeing their households. Recognizing the inherent complexities associated with home management, Posh Domo is unwaveringly committed to providing dependable solutions that streamline the maintenance of residences.

Established by Dhiresh Kumar, Posh Domo takes immense pride in delivering professional-grade and premium-quality services, acting as a stress-free remedy for all aspects of home management. The company is devoted to caring for the homes of its clients, allowing them to concentrate on sustaining their preferred lifestyle.

Noteworthy Aspects of Posh Domo:

- Confident Culinary Experience:

A meticulously maintained gas stove serves as a reliable kitchen companion, ever-ready for each culinary adventure. Posh Domo eliminates hesitations, fostering a sense of unbridled cooking confidence.

- Environmentally Conscious Culinary Practices:

Posh Domo champions gas stoves for their contribution to environmental sustainability, emitting fewer emissions compared to electric alternatives. Opting for longevity becomes a green and responsible choice.

- Attentive Home Kitchen Management:

Posh Domo's professionals take charge of the heart of their clients' homes, addressing everything from appliance maintenance to pantry organization. They pay meticulous attention to details, ensuring that the kitchen is perpetually ready to serve, making daily life a breeze for clients.

- Innovative Design of Home Living Spaces:

The adept professionals at Posh Domo serve as the creative minds behind their clients' indoor living spaces. They craft environments that resonate with the unique lifestyle and personality of each client. Whether it involves maintaining an ideal indoor climate or creating bespoke and seamless living environments, Posh Domo focuses on the intricate details that transform clients' homes into sanctuaries of comfort and style.

II. Objective of the Project(Activity-2)

The objective of Activity 2, the project objective is to engage in project work pertaining to the first new MOU with Posh Domo. Specifically, students will be tasked with designing a curriculum tailored to address the skill requirements and responsibilities associated with jobs in the domains of Housekeeping and Home Chef within the framework of the MOU. This objective aims to equip students with the knowledge and skills necessary to meet industry standards and excel in these professional roles.

III. Description of Activity-2

Within the scope of the second activity, our responsibility involves the meticulous design of the curriculum for the Posh Domo Training Program, intended to enhance the skills and proficiency of their employees in the realm of home management. This comprehensive program encompasses the training of both home chefs and housekeeping staff.

The task of curriculum design is undertaken collectively by us, the final-year students, under the guidance of Ms. Deepika Roy, Assistant Professor, Jyoti Sehrawat, School Coordinator & Assistant Professor & Dr. Anjana Singh, Dean at SOHMCT. Our approach involves a systematic breakdown of all activities typically associated with home management. These activities are categorized into three main domains: Food and Beverage Service, Housekeeping Services, and Food Production, which also encompasses kitchen stewarding.

I. Food Production:

Food Production Department is a well-designed closed area with skillful chefs and all necessary equipment, tools and utensils liable for preparing food items as per guest orders followed by standard recipes. It is a skilled food production team that prepares food items as per the guests

orders. It prepares food according to the menu.

2. Food and Beverage Service:

Food and Beverage Department renders the services of prepared food items, beverages and tobacco in a hospitable way to the customer as per their demand. The services that food and beverages provide may be a coffee shop, bars, lounges, specially restaurants, banqueting, room service, etc.

3. Housekeeping:

The Housekeeping Department is responsible for the management of guest rooms and the cleanliness of all public areas of the hotel. Housekeeping means up-keeping the house.

Activities are divided into theory and practical parts which will be taught during their employees training programme.

The activity is as follows:

FOOD PRODUCTION

The activities that will involve in Food Production (kitchen) are:

1. Personal Hygiene: Basically, it covers topics like body hygiene, cloth hygiene, face hygiene, and hand hygiene. The theory part includes the importance of personal hygiene and procedures to maintain different types of hygiene. The practical part includes cleaning of hands.

2. Identification, care and cleaning of various surfaces, equipments and tools in the kitchen: It covers topics like window cleaning, basin cleaning, almirah cleaning, and fridge cleaning. The theory part includes the introduction of various equipments, use and maintenance of equipments and types of spillage. The practical part includes how to clean spillage of water, oil, garbage, dal, etc.

3. Storage of Crockery, Cutlery, Cooking tools and Cutlery tools: It covers topics like glassware, flatware, cutting tools. The theory part includes the introduction to classification of Crockery, Cutlery, Cooking and Cutting tools. The practical part includes identification of the storage area in kitchen.

4.Storage of packaged items and fresh items from groceries: It covers topics like spices, dry-fruits, vegetables, fruits. The theory part includes concepts and principles of storage. The practical part includes tagging of dry items, organisation of fresh fresh fruits and vegetables in the fridge.

5.Storage of prepared food or ready to eat food: It covers topics like packaged food, non-packaged food and cooked food. The theory part includes categorization of high risk food and low risk food. The practical part includes storage of ready to eat food and cooked food in fridge.

6.Waste Management: It covers topics like dry waste and wet waste. The theory part includes the concept of waste management, types of waste in home and storage and discard. The practical part includes separate dry, wet, sanitary and medical waste and put into the correct disposal bag.

7.Cuts of Vegetables and Fruits: It covers topics like cuts of vegetables as per the cuisine. The theory part includes the size of Julienne, Jardiniere, Brunoise and other fancy cuts. The practical part includes salad cutting, vegetable cutting and fruit cutting.

8.Basics of Cooking: It covers topics like tea / coffee making procedures, basic breakfast and lunch preparation. The theory part includes types of tea and coffee, serving temperature, and how to toast a bread. The practical part includes preparation of tea / coffee, eggs, dal, khichdi and rice.

9.Miscellaneous: It covers topics like special cleaning and maintenance. The theory part includes maintenance of equipments. The practical part includes maintenance of the chimney, RO and fridge.

FOOD AND BEVERAGE SERVICE

The activities that will involve in Food and Beverage Services are:

1. Personal Hygiene: It covers topics like body hygiene, face hygiene, hand hygiene, hair hygiene, and women's hygiene. The theory part includes the importance of personal hygiene and

procedures for maintaining different types of hygiene. The practical part includes cleaning of hands.

2. Basic Table Set Up: It covers topics like *laying of table cover and placing of crockery and cutlery*. The theory part includes *table linen and types of table linen, types of crockery, cutlery and glasses*. The practical part includes *placing of table cloth, runner and placemats on the dinner table*.

3. Basic Service Style: It covers topics like *pouring of water, service of tea / coffee and service of alcohol*. The theory part includes *types of food service, sequence of service and types of alcohol*. The practical part includes *pouring of water, clearance, service of tea / coffee and service of alcohol*.

4. Packaging of Meals: It covers topics like *tiffin box selection and packing techniques*. The theory part includes *packaging materials for different categories of food items*. The practical part includes *selection of food items to be packed and how to pack food items for different age groups*

5. Special Occasion Setup: It covers topics like *mocktail and cocktail party, diwali party and christmas party*. The theory part includes the *knowledge regarding theme parties and functions*. The practical part includes *table set up, buffet set up, service of dishes and clearance of buffet*.

6. Spillage Handling: It covers topics like *spillage of curry, water and alcohol*. The theory part includes *types of spillage and how to handle the spillage*. The practical part includes *removing different types of spillage from different surfaces*.

HOUSEKEEPING

1. Personal Hygiene and Etiquettes: It covers topics like *body hygiene, cloth hygiene, hand hygiene, face hygiene, and hair hygiene*. The theory part includes the *importance of personal hygiene and procedures for maintaining different types of hygiene*. The practical part includes *cleaning of hands*.

2. **Frequency of Cleaning:** It covers topics like regular cleaning, periodic cleaning and scheduled cleaning. The theory part includes the importance of cleaning, defining the term regular, periodic and seasonal cleaning. The practical part includes the trainer explaining the frequency of cleaning for all the specified areas in the inventory list.
3. **Cleaning Agents and Cleaning Equipment:** It covers topics like cleaning agents and equipment used for large surface areas. The theory part includes basic classification of cleaning equipment and cleaning agents and cleaning agents and equipment. The practical part includes identification of cleaning equipment and how to use them.
4. **Surface Cleaning:** It covers topics like classification and identification of various surfaces and their cleaning procedure. The theory part includes different surfaces like floors, walls, furniture and fixtures and how to clean those surfaces with the help of cleaning agents. The practical part includes cleaning of different types of floor, wooden surfaces and carpets.
5. **Cleaning Procedures:** It covers topics like cleaning procedure for room, bathroom, living room and other areas. The theory part includes cleaning of the room, bathroom and other areas in a stepwise manner. The practical part includes cleaning of the room, bathroom and various other surfaces with the help of cleaning agents and equipment and checking with the daily area cleaning inventory list.
6. **Bed Making:** It covers topics like morning bed-making and evening bed-making. The theory part includes basics of types of bed and bed linen and how to make morning bed and evening bed. The practical part includes how to mattress protector and how to make morning bed and evening bed.
7. **Wardrobe Management:** It covers topics like segregation, organisation and placing of different items in the wardrobe and arranging shoe rack. The theory part includes segregation of cloth and their placement. The practical part includes how to place cloth in hangers and on racks.
8. **Laundry Management:** It covers topics like management of laundry. The theory part includes types of washing machine, cleaning agents for cloth and temperature for different cloth. The practical part includes segregation, washing, ironing and folding of clothes.

9. Stain Removal: It covers topics like identification and removal of stains. The theory part includes types of stain and use of different chemicals for different types of stain. The practical part includes removal of curry stains, blood stains and ink stains.

The following activities are planned and prepared by following students:

- FOOD AND BEVERAGE SERVICES- ABHISHEK
- FOOD PRODUCTION & HOUSEKEEPING- ANKIT KHATANA AND MAHEK SAXENA

This structured approach ensures that the curriculum is thoughtfully organized, addressing the specific skill sets and knowledge areas relevant to the respective roles of home chefs and housekeeping staff within the broader context of home management. The guidance provided by Ms. Deepika Roy serves as a valuable resource in ensuring the effectiveness and relevance of the curriculum, aligning it with industry standards and the unique needs of Posh Domo.

IV. Conclusion and Recommendations

In summary, our collaboration with Posh Domo has proven to be insightful and productive. Throughout the two activities, we not only gained a deep understanding of Posh Domo's expectations for roles in home management but also actively contributed to tailoring a curriculum for their Training Program.

The Zoom meeting with Ms. Sapna Singh, Posh Domo's representative, played a crucial role in clarifying their specific requirements. This open exchange allowed us to grasp the nuances of their expectations, laying the foundation for a mutually beneficial partnership.

Furthermore, the curriculum design for the Posh Domo Training Program, led by us, final-year students, under the guidance of Ms. Deepika Roy, meticulously breaks down activities associated with home management. The structured categorization into Food and Beverage Service,

Housekeeping Services, and Food Production ensures a comprehensive approach to skill development for home chefs and housekeeping staff.

Moving forward, we foresee our collaboration contributing not only to the growth of Posh Domo's workforce but also offering us valuable real-world experience. Ms. Deepika Roy's mentorship has been pivotal in aligning our contributions with industry standards and expectations.

This collaboration underscores the practical application of our academic knowledge, and we eagerly anticipate additional opportunities for experiential learning and industry engagement.

V. References

- <https://www.linkedin.com/company/poshdomo/about/>
- <https://www.poshdomo.com/>

Photo 1: Newsletter of MoU signing ceremony between Posh Domo & School of Hotel Management, K.R. Mangalam University

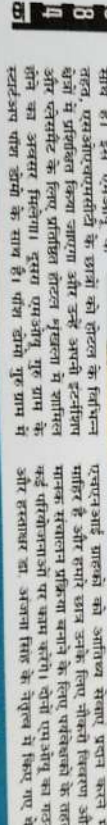
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संसार ब्रह्म/एक/अनादि

नई दिल्ली, ११ सितंबर :
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नई दिल्ली, ११ सितंबर :
मिथिले बस मशीनों में कच्चे तेल का दायम पटली बार १० डॉलर प्रति बैरल से अधिक होने के बावजूद घरेलू पैट्रोलियम रिमाइनिंग कमियां चालू पिल



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मूल्य अत्र ५० रु० में ११
रु० बचिष्ठत निम्नशेष ३९
को सराफा दे रहे हैं।
मे एसआईपी के मा
१५,८१३ करोड़ रु०

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ने भारतीय पवन और सौर ऊर्जा क्षेत्रों में निवेश किया।



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| Sr. No. | Student's Name | Roll Number | Programme Name | Signature |
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| 1. | Abhishek | 2014760001 | BHMCT | <i>Abhishek</i> |
| 2. | Ishmeet kaur | 2014760002 | BHMCT | <i>Ishmeet kaur</i> |

Date: 30/11/2023

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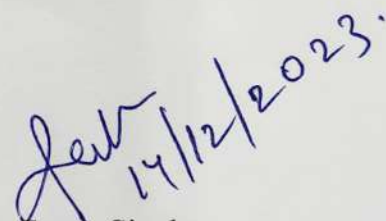
CERTIFICATE

This is to confirm that the individuals mentioned above, who are enrolled in the BHMCT program, have successfully concluded the project titled "Understanding employer's expectation concerning job descriptions for Room Attendants and Home Chefs on MoU Signed with Posh Domo" under the supervision of Ms. Deepika Roy, Assistant Professor at SOHMCT and Ms. Sapna Singh, Manager at Posh Domo. The project undertaken reflects their own original contributions, and the references provided in this report are verifiable and genuine.

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Assistant Professor
SOHMCT



Ms. Sapna Singh
Customer Success Manager
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I. Introduction



"Posh" embodies a sense of elegance, refinement, and bespoke luxury. It goes beyond mere opulence, suggesting a level of sophistication that is tailored to individual tastes and preferences. When something is described as "posh," it implies a high standard of quality and exclusivity, often associated with luxurious and upscale experiences.

On the other hand, "Domo" finds its roots in the Latin word "domus," which directly translates to "home." This term extends beyond a physical structure and carries a deeper meaning, encompassing the essence of what makes a house a home. It denotes a commitment to creating living spaces that go beyond mere functionality, emphasizing comfort, style, and an unmatched experience.

Together, "Posh Domo" forms a fusion of these ideals, suggesting a service or entity that is dedicated to providing not just a place of residence but a meticulously crafted and luxurious living environment. The combination of "posh" and "domo" implies a commitment to elegance, refinement, and the creation of bespoke living spaces that offer unparalleled comfort and style tailored to the unique preferences of its inhabitants.

Posh Domo distinguishes itself as a leading provider of premier home management services, offering personalized solutions to assist clients in effortlessly overseeing their households. Recognizing the inherent complexities associated with home management, Posh Domo is

unwaveringly committed to providing dependable solutions that streamline the maintenance of residences.

Established by Dhiresh Kumar, Posh Domo takes immense pride in delivering professional-grade and premium-quality services, acting as a stress-free remedy for all aspects of home management. The company is devoted to caring for the homes of its clients, allowing them to concentrate on sustaining their preferred lifestyle.

Noteworthy Aspects of Posh Domo:

- **Confident Culinary Experience:**

A meticulously maintained gas stove serves as a reliable kitchen companion, *ever-ready for each* culinary adventure. Posh Domo eliminates hesitations, fostering a sense of *unbridled cooking* confidence.

- **Environmentally Conscious Culinary Practices:**

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- Innovative Design of Home Living Spaces:

The adept professionals at Posh Domo serve as the creative minds behind their clients' indoor living spaces. They craft environments that resonate with the unique lifestyle and personality of each client. Whether it involves maintaining an ideal indoor climate or creating bespoke and seamless living environments, Posh Domo focuses on the intricate details that transform clients' homes into sanctuaries of comfort and style.

II. Objective of the Project (Activity-1)

The objective of Activity 1 is to conduct project work focused on the first new Memorandum of Understanding (MOU) with Posh Domo. This involves gaining a comprehensive understanding of employers' expectations concerning job descriptions for Room Attendants and Home Chefs.

III. Description of Activity-1

In pursuit of the goals outlined in Activity 1, which aimed to gain a comprehensive understanding of the employer's expectations regarding the job roles of Room Attendants and Home Chefs, SOHMCT took proactive measures. To facilitate this understanding, a Zoom meeting was arranged on September 18, 2023, featuring Ms. Sapna Singh, the representative from Posh Domo.

Within the virtual meeting, an extensive discussion unfolded, delving into all aspects of expectations from both SOHMCT and Posh Domo. This involved a thorough exploration of the specific requirements and preferences that Posh Domo has for individuals occupying the positions of Room Attendants and Home Chefs.

- Innovative Design of Home Living Spaces;

The adept professionals at Posh Domo serve as the creative minds behind their clients' indoor living spaces. They craft environments that resonate with the unique lifestyle and personality of each client. Whether it involves maintaining an ideal indoor climate or creating bespoke and seamless living environments, Posh Domo focuses on the intricate details that transform clients' homes into sanctuaries of comfort and style.

II. Objective of the Project (Activity-I)

The objective of Activity 1 is to conduct project work focused on the first new Memorandum of Understanding (MOU) with Posh Domo. This involves gaining a comprehensive understanding of employers' expectations concerning job descriptions for Room Attendants and Home Chefs.

III. Description of Activity-I

In pursuit of the goals outlined in Activity 1, which aimed to gain a comprehensive understanding of the employer's expectations regarding the job roles of Room Attendants and Home Chefs, SOHMCT took proactive measures. To facilitate this understanding, a Zoom meeting was arranged on September 18, 2023, featuring Ms. Sapna Singh, the representative from Posh Domo.

Within the virtual meeting, an extensive discussion unfolded, delving into all aspects of expectations from both SOHMCT and Posh Domo. This involved a thorough exploration of the specific requirements and preferences that Posh Domo has for individuals occupying the positions of Room Attendants and Home Chefs.

During this dialogue, the participants grasped the expectations of HNI clientele and their unique needs. They also elucidated the evolution of the concept of home chefs and housekeeping staff. This concept arose from the recognition that general maids working in homes may lack the necessary training and expertise to cater to the demands of HNI clientele. Furthermore, they may struggle to maintain the required level of hygiene. In response, Posh Domo aims to provide highly trained housekeeping staff and home chefs who meet industry standards. Additionally, a supervisor will oversee their work, creating duty rosters and ensuring the safety and security of the employer's needs.

The interactive exchange during the meeting facilitated a fruitful dialogue, ensuring that expectations on both sides were clearly expressed and fully understood. The impact of this meeting was substantial, offering valuable insights into the nuanced expectations Posh Domo has for its employees. This newfound understanding serves as a pivotal foundation for aligning future projects and initiatives with the precise needs of Posh Domo. Ultimately, this fosters a collaborative and mutually beneficial relationship between SOHMCT and the organization.

IV. Conclusion and Recommendations

In conclusion, SOHMCT's proactive approach in pursuit of the objectives outlined in Activity 1 has proven instrumental in fostering a deep understanding of Posh Domo's expectations for the roles of Room Attendants and Home Chefs. The meticulously arranged Zoom meeting on September 18, 2023, featuring Ms. Sapna Singh from Posh Domo, served as a platform for an extensive and insightful discussion.

The dialogue not only uncovered the specific requirements and preferences that Posh Domo holds for these key positions but also illuminated the evolving concept of home chefs and housekeeping staff. Recognizing the unique needs of HNI clientele, the discussion underscored the imperative for highly trained personnel who can meet industry standards, addressing concerns about expertise and hygiene.

The interactive exchange during the meeting facilitated a clear and mutual articulation of expectations, ensuring a robust understanding on both sides. The substantial impact of this meeting lies in the valuable insights gained into the nuanced expectations Posh Domo has for its employees. This newfound understanding now stands as a crucial foundation, strategically positioning SOHMCT to align future projects and initiatives precisely with the needs of Posh Domo.

Ultimately, this collaborative effort not only solidifies the working relationship between SOHMCT and Posh Domo but also sets the stage for a partnership built on transparency, responsiveness, and a shared commitment to meeting the high standards expected by HNI clientele. As both entities move forward, this understanding will undoubtedly contribute to the success of future endeavors, ensuring a mutually beneficial and enduring collaboration.

V. References

- <https://www.linkedin.com/company/poshdomo/about/>
- <https://www.poshdomo.com/>

VI. Appendix

Photo1: MoU signing ceremony between Posh Domino and School of Hotel Management & Catering Technology, K.R. Mangalam University.

