

ITEM		
1. Title of subject	Housekeeping Management	
2. Subject code	338	
3. Status of subject	Core	
4. Stage	Diploma	
5. Credit Hour	5.71 hours	
6. Pre-Requisite	NIL	
7. Assessment	100% Final Examination	
8. Semester	Semester 2	
9. Objective of subject	To provide important general and technical information, pertaining to the housekeeping department. This subject gives an opportunity for students to specialise in yet another department in the hotel industry providing them with more options in the job market.	
10. Synopsis of subject	This subject provides information pertaining to the role of the housekeeping department in hospitality operations. It identifies housekeeping's place in the overall organisation. The subject emphasises the importance of quality housekeeping staff along with the various challenges and management responsibilities facing the executive housekeeper. In addition, the last few chapters detail the different housekeeping tasks necessary for efficient operations in housekeeping.	
11. Details of subject	Contents	Hours
Week 1	Topic: Chapter 1 – ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATIONS	4

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Describe the role and importance of housekeeping in hotel operations. • Explain the role and function of the organisation chart. • Define the major divisions and departments in a hotel. <p>Activity: Review Quiz</p> <p>Further reading for this lesson: Best Western International – http : www.bestwestern.com Canadian Pacific Hotels – http : www.cphotels.ca</p>	
<p>Week 2</p>	<p>Topic: Chapter 1 – ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATIONS</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Describe the importance of effective communication between housekeeping and front office. • Explain the functions of the housekeeping room status report. • Identify the importance of effective communication between housekeeping and the engineering division. <p>Activity: NIL</p> <p>Further reading for this lesson: Walt Disney World Resorts http : www.disney.com/DisneyWorld/index.htm</p>	<p>4</p>
<p>Week 3</p>	<p>Topic: Chapter 2 – PLANNING & ORGANIZING THE HOUSEKEEPING DEPARTMENT</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify the typical cleaning responsibilities of the housekeeping department. • Identify the planning activities in the housekeeping department. • Distinguish between job lists, job breakdowns and job descriptions. • Define the seven basic management functions. <p>Activity: Case study: Supervisor Dilemma</p> <p>Further reading for this lesson: NIL</p>	
<p>Week 4</p>	<p>Topic: Chapter 3 – HOUSEKEEPING HUMAN RESOURCE ISSUES</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify the sources of labour from non-traditional labour market. • Describe the major employment benefits the department can offer to attract employees. • Distinguish between internal and external recruiting methods. • Explain the procedures used to conduct skills training in housekeeping. <p>Activity: NIL</p> <p>Further reading for this lesson: NIL</p>	<p>4</p>
<p>Week 5</p>	<p>Topic: Chapter 3 – HOUSEKEEPING HUMAN RESOURCE ISSUES</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Distinguish between fixed and variable staff positions in housekeeping. • Explain the steps involved in developing a staffing guide. • Describe alternative scheduling techniques. • Identify techniques for motivating housekeeping employees. <p>Activity: “Staffing Guide Exercise” Calculations</p> <p>Further reading for this lesson: NIL</p>	
<p>Week 6</p>	<p>Topic: Chapter 4 – MANAGING INVENTORIES</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Differentiate between recycled and non-recycled inventories and establish par levels for both. • Explain the importance of taking physical inventories. • Explain the function of inventory cards. • Explain the use of a perpetual inventory system <p>Activity: Progress Test 1</p> <p>Further reading for this lesson: NIL</p>	<p>4</p>
<p>Week 7</p>	<p>Topic: Chapter 5 – CONTROLLING EXPENSES</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify the housekeeper's responsibility in relation to the budget process. • Distinguish between operating and capital budgets. • Explain how to use the operating budget to monitor expenses. • Distinguish between operating budgets and income statements. <p>Activity: Review Case Study</p> <p>Further reading for this lesson: NIL</p>	
<p>Week 8</p>	<p>Topic: Chapter 5 – CONTROLLING EXPENSES</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify line items on a room's division income statement. • Estimate expenses in the housekeeping department. • Identify methods of controlling expenses in the housekeeping department. • Identify factors that affect the choice between contract and in house cleaning. <p>Activity: NIL</p> <p>Further reading for this lesson: Brian Ledebøer and A.H Petersen Jr, " Detect, Control Fires Before They Infernos," Power, June 1988.</p>	<p>4</p>
<p>Week 9</p>	<p>Topic: Chapter 6 – SAFETY AND SECURITY</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify safety procedures that relate to common everyday tasks. • Describe the steps involved in job safety analysis. • Identify common cleaning chemicals used in housekeeping operations. <p>Activity: NIL</p> <p>Further reading for this lesson: Raymond C. Ellis Jr. and Security Committee of AH&MA, <i>Security and Loss Prevention Management</i> (East Lansing, Mich: Educational Institute of the American Hotel & Motel Association, 1986)</p>	
<p>Week 10</p>	<p>Topic: Chapter 6 – SAFETY AND SECURITY</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Explain how OSHA regulations apply to hotel operations. • Describe how the housekeeping department complies with the HazComm standard. • Identify housekeeping's security responsibilities. • Describe the hotel's responsibilities in relation to emergencies. <p>Activity: Progress Test 2</p> <p>Further reading for this lesson: Walter Orey, " Full Fire Protection Requires Diligence," <i>Hotel and Motel Management</i>, 1987.</p>	<p>4</p>
<p>Week 11</p>	<p>Topic: Chapter 7 – MANAGING AN ON-PREMISES LAUNDRY</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • List factors to consider when planning the OPL (on-premises laundry) • Outline the steps in the flow of linen through the OPL. • Identify the various types of machines and equipment used in the laundry. • Describe effective staffing and scheduling practices for the OPL. <p>Activity: NIL</p> <p>Further reading for this lesson: DEEZEE Chemical Home Page – http : www.dzchem.com Vocational Training in Hotel Laundry http : www.vcu.edu/busweb/esi/FLSA/CASE3.html</p>	
<p>Week 12</p>	<p>Topic: Chapter 8 – GUESTROOM CLEANING</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify procedures to be followed when preparing to clean guestrooms. • Explain how to assign rooms for cleaning. • Describe procedures typically followed by room attendants when cleaning guestrooms. <p>Activity: Bed Making Practical (Group 1)</p> <p>Further reading for this lesson: Water Management Services http : www.watrmgmt.com/laundry.html Whirlpool Commercial Laundry http : www.CoinOp.com/index/shtml</p>	<p>4</p>
<p>Week 13</p>	<p>Topic: Chapter 8 – GUESTROOM CLEANING</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Explain the function of a guestroom inspection programme. • Distinguish routine guestroom cleaning from deep cleaning functions. • Identify procedures to be followed in night turndown service. <p>Activity: Bed Making Practical (Group 2)</p> <p>Further reading for this lesson: NIL</p>	
<p>Week 14</p>	<p>Topic: Chapter 9 – PUBLIC AREA AND OTHER TYPES OF CLEANING</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify housekeeping’s responsibilities in the front-of-the house areas in the hotel. • Describe cleaning responsibilities of housekeeping in relation to food and beverage areas. • Describe cleaning responsibilities of housekeeping in other functional areas of the hotel. <p>Activity: NIL</p> <p>Further reading for this lesson: AquaChair Company http : www.hotel-line.com/showcase/fixture.html</p>	<p>4</p>
<p>Week 15</p>	<p>Topic: Chapter 10 – CEILINGS, WALLS, FURNITURE, FIXTURES</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify flammability and acoustic considerations important to selection of ceilings, walls, furniture and fixtures • Describe critical characteristics of ceiling surfaces and wall coverings. • Identify appropriate cleaning procedures for different types of window coverings. • Describe care considerations for different types of furniture and fixtures. <p>Activity: Progress Test 3</p> <p>Further reading for this lesson: Cutter Information series of reports. http : www.cutter.com/energy/reports/ceiling.htm</p> <p>Hamilton Walls and Ceilings http : www.dulux.com/trade/trips-probs/intwlccl.htm</p>	
<p>Week 16</p>	<p>Topic: Chapter 11 – BEDS, LINEN, UNIFORMS</p> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify major types of bed spring and mattress construction. • Describe selection and care considerations for mattresses. • Identify types and sizes of linen used in hotel operations. • Describe general care considerations and linen recycling techniques. <p>Activity: NIL</p> <p>Further reading for this lesson: 3 Heart Embroidery – http : www.atsinternet.com/3hearts.html</p> <p>Choice Linens http : www.bridalnet.com/states/nt/choicelinens/choice.htm</p> <p>Sunburst Commercial Laundry http : www.tcguide.com/sunburst</p>	<p>4</p>

<p>Week 17</p>	<p>Topic: Chapter 11 – BEDS, LINEN, UNIFORMS</p> <hr/> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Describe characteristics of fabric materials commonly used for hotel linen. • Identify fabric construction and finishing techniques used in manufacturing linen. • Outline factors to consider when selecting uniforms. <hr/> <p>Activity: NIL</p> <hr/> <p>Further reading for this lesson: Southeastern Textile Rental Association http : www.ceranic.com/setra</p> <p>Linens & Lace Ltd. Care Guide http : www.linensandlace.ca/guide_c.htm</p>	<p>4</p>
<p>Week 18</p>	<p>Topic: Chapter 12 – CARPETS AND FLOORS</p> <hr/> <p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify factors of carpet construction that affect the durability, texture retention, and serviceability of a carpet. • Distinguish between tufted and woven carpets. • Identify solutions to carpet problems. • Describe routine and preventive maintenance procedure for carpets. <hr/> <p>Activity: NIL</p> <hr/> <p>Further reading for this lesson: C&C Carpet Care http : www.ecsa.com/coupon/coupons/html/ccarpa01.htm</p> <p>Carpet Care International Web Site. http : www.webcom.es/ccare/home.htm</p>	<p>4</p>
<p>Week 19</p>	<p>Topic: Chapter 12 – CARPETS AND FLOORS</p>	<p>4</p>

	<p>Learning Outcomes:</p> <p>After completing this unit, students should be able to :</p> <ul style="list-style-type: none"> • Identify carpet and floor care functions of machines and equipment. • Describe common carpet cleaning methods. • Identify different floor surfaces and describe cleaning methods for each. <p>Activity: Progress Test 4</p> <p>Further reading for this lesson: Carpeteris Carpet Care and Maintenance http : //carpeteria.com/~carpets/care.htm</p> <p>Tips on Carpet Care http : www.dalton.net/cptcare.html</p>		
<p>Week 20</p>	<p>Topic: REVISION</p>		<p>4</p>
	<p>Learning Outcomes:</p> <ul style="list-style-type: none"> • Students should be able to review the topics covered during the semester. 		
	<p>Activity: Trial Examination</p>		
	<p>Total</p>		<p>80</p>
<p>12. Text</p>	<p>Compulsory</p>	<p>Margaret Kappa/Aleta Nitschke/Patricia Schappert, <i>Housekeeping Management</i>, 2nd Edition, Educational Institute of American Hotel and Lodging Association</p>	
	<p>Reference</p>	<p>NIL</p>	