



<b>Course Code</b> HOSP -235	<b>Course Title</b> Housekeeping and Maintenance Management	<b>ECTS Credits</b> 6
<b>Department</b> HT&S Management	<b>Semester</b> Fall, Spring	<b>Prerequisites</b> HOSP-100
<b>Type of Course</b> Major	<b>Field</b> Hospitality	<b>Language of Instruction</b> English
<b>Level of Course</b> 1st Cycle	<b>Year of Study</b> 2nd	<b>Lecturer</b> George Panayiotou
<b>Mode of Delivery</b> face-to-face	<b>Work Placement</b> N/A	<b>Co-requisites</b> None

### Objectives of the Course:

The main objectives of the course are to:

- Help to prepare students to meet the challenges associated with the housekeeping department
- Provide an overview of the key issues of housekeeping and maintenance management.
- To understand the theoretical and practical knowledge that constitutes the work of housekeeping
- To illustrate the complexities and demands of working in the industry through the scope of housekeeping

### Learning Outcomes:

After completion of the course students will be expected to be able to:

1. **Describe the role of the housekeeping department in hotel operations**, and explain the importance of effective communication between housekeeping, the front office and the engineering and maintenance division.
2. **Identify typical cleaning responsibilities of the housekeeping department**, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.
3. **Apply techniques to develop and improve human resource skills in recruiting, selecting, hiring and orienting**. Techniques addressed include identifying sources of labor from non-traditional labor markets, implementing internal and external recruiting methods, minimizing employee turnover, enhancing interviewing skills, and orienting new employees to the housekeeping department.
4. **Apply techniques to develop and improve human resource skills in areas of training, scheduling, motivating, and disciplining**. Techniques addressed include implementing the four-step training method, developing a staffing

guide, adopting alternative scheduling methods, motivating the housekeeping staff, and administering a formal disciplinary action program.

5. **Manage inventories of recycled and non-recycled items.** Techniques addressed include establishing par levels for different types of inventories, taking physical inventory, and implementing effective inventory control procedures.
6. **Control expenses in the housekeeping department** by using the operating budget as a control tool, tracking expenses on the basis of a budget cost-per-occupied-room, and implementing efficient purchasing practices.
7. **Understand the safety and security needs of hospitality operations** and how safety and security issues affect H/K personnel.
8. **Understand the managerial skills necessary to efficiently operate an on-premises laundry operation (OPL).** Skills addressed included planning the physical layout of an on-premises laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundering process, operating typical machines and equipment used in laundry operations, and staffing the OPL.

#### Course Contents:

- **The Role of Housekeeping in Hospitality Operations:** looks at types of hotels and the relationship between hotel divisions and departments, the relationship between housekeeping and the front office as well the importance of housekeeping and maintenance.
- **Planning and Organizing the Housekeeping Department:** which consists of identifying housekeeping's responsibilities, planning and organizing of the department, and other management functions specific to the department.
- **Housekeeping Human Resources Issues:** looks at non traditional labor markets, recruitment of employee's, skills and motivation training and high labor turnover issues and solutions.
- **Managing Inventories:** clarifies concepts of par and its levels, and focuses on management of linens, uniforms guest loan items, machines and equipment, cleaning supplies, and guest supplies.
- **Controlling Expenses:** covers the budget process as related to the department, as well as planning the operating budget, variances and contacts vs. In-house cleaning issues.
- **Safety and Security:** covers the concepts and issues of safety and security, with a focus on chemical safety
- **Managing an On-Premises Laundry:** Planning the OPL, the flow of linens through the OPL, Valet service issues and considerations; identifying machines, equipment and staffing issues.
- **Guestroom Cleaning:** the sequence of cleaning, cleaning the bedrooms, inspection, deep cleaning, turndown service and special requests.
- **Public Areas and Other Types of Cleaning:** Front of the House and other functional areas as well as special cleaning projects.
- **Ceilings, Walls, Furniture and Fixtures:** types of ceiling surfaces, wall coverings and special considerations.
- **Bed, Linens and Uniforms:** Bed, linen and uniform construction, and related

- issues
- **Carpets and Floors:** carpet construction, problems, and maintenance. Equipment and methods of floor cleaning.

### Learning Activities and Teaching Methods

PowerPoint Lectures, lab workshop assignments, practical exercises, student presentations/assignments

### Required Textbooks/Readings:

Authors	Title	Publisher	Year	ISBN
Thomas J. A. Jones	<i>Professional Management of Housekeeping Operations, 5th Edition</i>	John Wiley & Sons, Inc	2009	978-0-471-76244-7
George Panayiotou.	<i>HOSP-235 Lecture Notes</i>	n/a	2010	n/a

### Recommended Textbooks/Reading

Authors	Title	Publisher	Year	ISBN
SCHNEIDER, M., TUCKER G, AND SCOVIAK, M	The Professional Housekeeper. 4 <sup>th</sup> . ed	John Wiley & Sons, Inc	1999	0-47129193-5
KAPPA, M., NITSCHKE, A. AND SCHAPPERT, P.,	<i>Housekeeping Management.</i> 2 <sup>nd</sup> ed	The Educational Institute of the American Hotel & Motel Association	1997	0-86612-156-0

