



Course Syllabus

Course Code	Course Title	ECTS Credits
HMGT-220	Housekeeping Management	10
Prerequisites	Department	Semester
None	Hospitality, Tourism and Sports Management	Fall/Spring
Type of Course	Field	Language of Instruction
Compulsory	Hospitality Management	English
Level of Course	Lecturer(s)	Year of Study
1 st Cycle	George Panayiotou	2 nd
Mode of Delivery	Work Placement	Corequisites
Distance Learning	N/A	None

Course Objectives:

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
- Provide the student with the competencies to function professionally within the housekeeping department.

Learning Outcomes:

After completion of the course students are 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 Content:

Chapter 1 The Role of Housekeeping in Hospitality Operations
Chapter 2 Environmental and Energy Management
Chapter 3 Planning and Organizing the Housekeeping Department
Chapter 4 Housekeeping Human Resource Issues
Chapter 5 Managing Inventories
Chapter 6 Controlling Expenses
Chapter 7 Safety and Security
Chapter 8 Managing an On-Premises Laundry
Chapter 9 Guestroom Cleaning
Chapter 10 Public Area and Other Types of Cleaning
Chapter 11 Ceilings, Walls, Furniture, and Fixtures
Chapter 12 Beds, Linens, and Uniforms
Chapter 13 Carpets and Floors
Chapter 14 Tubs, Toilets, and Vanities

Learning Activities and Teaching Methods:

Power point and articulate presentations, tutorials, case studies, exercises, forums, and chats

Assessment Methods:

Assignments, Midterm ,and Final Exam

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
<i>Managing Housekeeping Operations Revised Third Edition</i>	Aleta A. Nitschke, The Rooms Chronicle and William D. Frye	AHLEI	2008	978-0-86612-387-7
<i>Housekeeping Management. 2nd ed</i>	KAPPA, M., NITSCHKE, A. AND SCHAPPERT, P.	The Educational Institute of the American Hotel & Motel Association	1997	0-86612-156-0

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
<i>Professional Management of Housekeeping Operations, 5th Edition</i>	Thomas J. A. Jones	John Wiley & Sons, Inc	2009	978-0-471-76244-7