



Course Syllabus

Course Code	Course Title	ECTS Credits
HOSP-235	Housekeeping and Facilities Management	6
Prerequisites	Department	Semester
HOSP-100	Management	Fall/Spring
Type of Course	Field	Language of Instruction
Required	Hospitality Management	English
Level of Course	Lecturer(s)	Year of Study
2 nd Cycle	George Panayiotou	2 nd
Mode of Delivery	Work Placement	Corequisites
Conventional	Not Applicable	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.
- Understand the theoretical and practical knowledge that constitutes the work of housekeeping
- Illustrate the complexities and demands of working in the industry through the scope of housekeeping

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 in relation to front office, engineering and maintenance departments.
2. Explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.
3. Apply human resource techniques (for recruitment, selection, hiring, orientation, training,

motivation and disciplining).

4. Manage inventories of recycled and non-recycled items, as part of environmental and sustainable management.
5. Understand expenses and cost control in the housekeeping department (including operating budgets, tracking expenses, and efficient purchasing practices).
6. Understand safety and security needs.
7. Understand facility systems' role and benefits to the hospitality business and in-house guests.

Course Content:

- The Role of Housekeeping in Hospitality Operations.
- Planning and Organizing the Housekeeping Department.
- Housekeeping Human Resources Issues.
- Managing Inventories.
- Safety and Security.
- Managing an On-Premises Laundry.
- Controlling Expenses and Costs
- Environmental and Sustainability Management.
- Electrical and Lighting Systems.
- Water Systems.
- Heating, Ventilating, and Air Conditioning Systems.
- Renovation and Capital Projects.

Learning Activities and Teaching Methods:

PowerPoint Lectures, in class assignments, practical exercises, student presentations/assignments

Assessment Methods:

Quizzes, Tests, Assignments, Group assignments and Presentations

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Managing Housekeeping Operations, 3 rd - Digital	Aleta A. Nitschke, and William D. Frye	AHLEI	2008	E-Book-978-1-949324-57-0
Hospitality Facilities Management and Design, Fourth Edition	David M. Stipanuk	AHLEI	2015	E-Book-978-1-949324-25-9 Soft Cover-978-0-86612-476-8
Professional Management of Housekeeping Operations, 5th Edition	Thomas J. A. Jones	John Wiley & Sons, Inc	2009	978-0-471-76244- 7