

Course Syllabus

Course Code	Course Title	ECTS Credits
HSPO-213	Housekeeping and Facilities Operations	4
Prerequisites	Department	Semester
HSPO-101	Hospitality	Spring
Type of Course	Field	Language of Instruction
Required	Facilities Management	English
Level of Course	Lecturer(s)	Year of Study
Diploma		2 nd
Mode of Delivery	Work Placement	Corequisites
Face to Face	1	None

Course Objectives:

The main objectives of the course are to:

1. Help to prepare students to meet the challenges associated with the housekeeping department
2. Provide an overview of the key issues of housekeeping and maintenance operations
3. Understand the theoretical and practical knowledge that constitutes the work of housekeeping
4. Illustrate the complexities and demands of working in the industry through the scope of housekeeping
5. Highlight the role of the maintenance department towards energy conservation, environmental protection and sustainability and efficient operation of the facilities.

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. 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.
4. Control expenses in the housekeeping department by using the operating budget as a control tool, tracking expenses on the basis of a budget cost-preoccupied-room, and implementing efficient purchasing practices.
5. Understand the safety and security needs of hospitality operations and how safety and security issues affect H/K personnel.
6. Understand the managerial skills necessary to efficiently operate an on premises laundry operation (OPL).
7. Breakdown the sequence of cleaning of guest room and explain inspection, deep cleaning, turndown service and special requests.
8. Understand the importance of public areas and functional areas and identify the methodology of cleaning these areas.
9. Prioritize the need for energy conservation and environmental protection through practices that comply with sustainability.
10. Understand and stress the value of cleanliness as a top hotel selection factor among travelers.

Course Content:

1. The Role of Housekeeping in Hospitality Operations: reference to 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.
2. 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.
3. 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.
4. 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.
5. Safety and Security: covers the concepts and issues of safety and security, with a focus on chemical safety.
6. 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.
7. Guestroom Cleaning: the sequence of cleaning, cleaning the bedrooms, inspection, deep cleaning, turndown service and special requests.
8. Public Areas and Other Types of Cleaning: Front of the House and other functional areas as well as special cleaning projects.

9. Ceilings, Walls, Furniture and Fixtures: types of ceiling surfaces, wall coverings and special considerations.
10. Bed, Linens and Uniforms: Bed, linen and uniform construction, and related issue.
11. Carpets and Floors: carpet construction, problems, and maintenance. Equipment and methods of floor cleaning.
12. Sustainable methods for energy conservation and environmental protection – the value of Environmental Management Systems (ISO 14001)

Learning Activities and Teaching Methods:

PowerPoint Lectures, Case Study Analyses and Discussion, Lab Session Applications

Assessment Methods:

Class/Lab Participation, Assignments, Mid-Term Exam, Final Exam

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Hotel Housekeeping: Operations and Management	Helberg, P.	Murphy + Moore	2022	978-1639873104
Hotel Housekeeping SOP	Gupta, S.	Kindle Edition	2021	B08WKGMYYNY

Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Hotel Housekeeping: Accommodation Operations	Sharma, V	John Wiley & Sons, Inc	2023	979-8373583695
A Simple Guide to Hotel Housekeeping	Vinas, L.	Peninsula Publishing	2020	978-1928183471