

Master Syllabus

HMT 1139 - Housekeeping Management

Division: Business and Public Services

Department: Hospitality Management

Credit Hour Total: 2.0

Lecture Hrs: 2.0

Prerequisite(s): HMT 1105

Date Revised: January 2013

Course Description:

This course provides students with the principles of housekeeping management as they apply specifically to the hospitality industry. Housekeeping is critical to the success of today's lodging operations and this course will illustrate what it takes to direct day-to-day operations of this department, from big-picture management issues to technical details for cleaning each area.

General Education Outcomes:

- ▣ Information Literacy
- ▣ Oral Communication

Course Outcomes:

Housekeeping and Departmental Relationships

Identify the importance of the housekeeping department and its relationship with all other departments such as the front office, engineering/maintenance, etc.

Assessment Method: Locally developed exams

Performance Criteria:

Upon completion of this segment students will take an exam and perform at least a 70% or better proficiency

Employee Recruitment and Selection

Design strategies used to recruit, select, hire, orientate, train, schedule, motivate, and discipline housekeeping staff.

Assessment Method: Locally developed exams

Performance Criteria:

Upon completion of this segment students will take an exam and perform at least a 70% or better proficiency

Housekeeping Procedures

Demonstrate how to use common chemicals used to clean a guest room, the guest room cleaning procedures, inspection techniques, and security measures.

Assessment Method: External examiner

Performance Criteria:

Upon completion of 3 Job Shadow/Training sessions 3 to 4 students will team clean a guest room at an actual hotel and be evaluated by the executive housekeeper on their performance at a level of at least a 70% or better proficiency

Outline:

The role of housekeeping in a hospitality operation
Environmentally sound procedures for sustainable housekeeping
Inventory Management
Budgets and expenses
Guest room and public area cleaning
Security concerns