

Date Prepared: July 25, 2000

COURSE OUTLINE

 New x Revised

Effective Date: August 21, 2000

1. **COURSE PREFIX NUMBER:** HRI 160 **CREDIT HOURS:** 3
2. **COURSE TITLE:** Executive Housekeeping
3. **PREREQUISITES:** None
4. **COURSE DESCRIPTION:** Studies the housekeeping department with emphasis on organization, staffing and scheduling, staff development, work methods improvements, equipment, cleaning materials and cleaning procedures; maintenance and refurbishing; room design and safety engineering. Lecture 3 hours per week.
5. **CONTENT:** (Major Headings)
 - a. This course consists of the study of hotel housekeeping, emphasizing organization, staffing and labor utilization, staff development, cleaning materials and procedures, housekeeping activities and cycles, occupational safety, security, and computer applications.
6. **GENERAL COURSE OBJECTIVES:**

Upon successful completion of the course, the student will be able to

- a. 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.
- b. 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.
- c. Apply techniques to develop and improve human resources skills in recruiting, skills training, scheduling, and motivating. Techniques addressed include identifying sources of labor from non-traditional labor markets, implementing the four-step training method, developing a staffing guide, adopting alternative scheduling methods, and motivating the housekeeping staff.
- d. Manage inventories of recycled and non-recycled items. Techniques addressed include establishing pars for different types of inventories, taking physical inventory, and implementing effective inventory control procedures.
- e. Control expenses in the housekeeping department by using the operating budget as a control tool, tracking expenses on the basis of a budgeted cost-per-occupied-room, and implementing efficient purchasing practices.
- f. Explain the safety and security needs of hospitality operations, how safety and security

issues affect housekeeping personnel, what the executive housekeeper's responsibilities in relation to the federal government's OSHA Hazard Communication Standard, and know how to develop a hazard communication program for the housekeeping department of a hospitality operation.

- g. Understand the managerial skills necessary to efficiently operate an on-premises laundry operation (OPL). Skills addressed include planning the physical layout of the 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.
- h. Develop procedures to ensure efficient and cost-effective use of labor and supplies in relation to guestroom cleaning.
- i. Develop procedures for public area and other types of cleaning.
- j. Develop selection criteria for ceiling surfaces, wall coverings, furniture, and fixtures, as well as cleaning procedures and general care guidelines.
- k. Develop selection criteria for beds, linens, and uniforms.
- l. Understand the basics of carpet and floor construction, the types of equipment used in carpet and floor care, and typical carpet and floor cleaning methods.