

I. COURSE DESCRIPTION:

This course consists of two components; housekeeping and security. These two components will provide students with the knowledge needed to become successful managers by achieving the standards expected by today's guests in the hospitality industry. Students will acquire knowledge of the role and responsibilities of the executive housekeeper and technical information for those seeking careers in this critical area. In addition, students will gain knowledge of the importance of a security program to the overall success of the lodging and food service industry.

Housekeeping and security is designed as a self-study course. As such, students must take more responsibility for their own learning. They have more independence and flexibility as to where and when to study course material. This alternative form of curriculum delivery places more emphasis on goal-setting, self-discipline and time management. Students will develop the ability to monitor their own progress and must have a willingness to ask for help when needed.

Students will attend a one hour weekly session.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

HOUSEKEEPING COMPONENT

Upon successful completion of this course the student will demonstrate the ability to:

- 1) Identify the role of the housekeeping department to the overall success of a hospitality operation.

Potential elements of the performance:

- describe the role of the housekeeping department in hotel operations
- identify the typical cleaning responsibilities of the housekeeping department
- apply techniques to develop and improve human resource skills in recruiting, selecting, hiring, orienting, training, scheduling, motivating, and disciplining

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- 2) Perform effectively as an accommodation operations team member.

Potential elements of the performance:

- apply team and leadership skills to rooms division operations
- assess the impact of guest room standards on rooms division operations and guest satisfaction
- assess the organization and supervision of housekeeping, including its appropriate interaction with front desk personnel
- discuss the managerial skills necessary to efficiently operate an on-premises laundry operation
- organize and conduct a meeting with an agenda and time frames

- 3) Support the provision of healthy, safe, and well-maintained hospitality environments.

Potential elements of the performance:

- select the correct cleaning equipment, supplies, and materials, and apply sanitation principles
- outline strategies for monitoring and controlling inventory of equipment and supplies
- identify the safety and security needs of hospitality operations, and how safety and security issues affect housekeeping personnel
- act appropriately in emergency situations by complying with emergency planning policy and procedures

- 4) Research and show understanding of the key responsibilities of the executive housekeeper.

Potential elements of the performance:

- apply methods of cost control to purchasing and receiving and inventory
- identify procedures to ensure efficient and cost-effective use of labour in relation to guestroom cleaning
- develop selection criteria for guestroom interior design and furnishing

SECURITY COMPONENT

Upon successful completion of this course the student will demonstrate the ability to:

- 5) Identify and explain the need for a security management system to ensure success in the hospitality industry.

Potential elements of the performance:

- discuss the goals, concerns and costs of security
- list and explain the legal terms commonly used in court cases involving the lodging industry
- discuss the importance of law enforcement liaison, staffing and training

- 6) Outline and explain the role of management in the development and implementation of a security management program.

Potential elements of the performance:

- list and explain the different forms of security and the security equipment used in each case
- identify and explain the security procedures covering the guest and hotel in relation to guest concerns, guest assets, and the protection of funds
- assess and explain the effectiveness of the security procedures and equipment studied in this course
- list and explain the components to consider when developing an emergency management program
- discuss the importance of a safety program to the success of a lodging property

HOUSEKEEPING AND SECURITY COMPONENTS

- 7) Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

Potential elements of the performance:

- solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- identify various methods of increasing professional knowledge and skills
- apply principles of time management and meet deadlines
- recognize the importance of the guest, the server-guest relationship, and the principles of good service

III. TOPICS

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

HOUSEKEEPING

- the role of housekeeping in hospitality operations
- planning and organizing the housekeeping department
- recruiting, selecting, hiring, and orienting
- training, scheduling, motivating, and disciplining
- managing inventories
- controlling expenses
- safety and security
- managing on-premises laundry
- housekeeping chemicals and hazard communication responsibilities
- guestroom cleaning
- public area and other types of cleaning

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- ceilings, walls, furniture, and fixtures
- beds, linens and uniforms
- carpets and floors
- interior design

SECURITY

- security and the lodging industry
- setting up the security program
- security equipment
- security procedures covering guest concerns
- departmental responsibilities in guest and asset protection
- the protection of funds
- additional management responsibilities and concerns
- emergency management
- safety in the lodging property

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Kappa, Nitschke, and Schappert, Housekeeping Management. 2nd ed. The Educational Institute of the American Hotel and Motel Association, East Lansing, 1995.

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V. EVALUATION PROCESS/GRADING SYSTEM**FINAL GRADE REPORTING**

| | | |
|----|---|---------------------------------------|
| A+ | 90% - 100% | Consistently outstanding |
| A | 80% - 89% | Outstanding Achievement |
| B | 70% - 79% | Consistently Above Average |
| C | 60% - 69% | Satisfactory |
| R | Below 60% | Repeat - objectives have not been met |
| CR | Credit exemption | |
| X | A temporary grade, limited to extenuating circumstances, giving a student additional time to complete course requirements | |

NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.

EVALUATION

| | |
|--|-------|
| Housekeeping / Security seminar | 20% |
| Tests/ Exams | 70% |
| Student Professionalism (dress code, attendance, conduct) | 10% |
| | _____ |
| Total | 100% |

GUIDELINES RE GRADING:**ASSIGNMENTS:**

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be typed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless the student and the professor have come to an agreement prior to the due date.

TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor prior to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

VI. SPECIAL NOTES**Dress Code**

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom.

Special Needs

If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you.

Plagiarism

Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities." Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor.

Retention of Course Outlines

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Course Modification

The professor reserves the right to modify the course as deemed necessary.

Substitute course information: available at Registrar's Office.

VII. Prior Learning Assessment

Students who wish to apply for advanced credit in the course should consult the instructor.