

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY  
NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE: RESORT HOUSEKEEPING AND GUEST SERVICES**

**CODE NO. : HMG 108 SEMESTER: 2**

**PROGRAM: RESORT OPERATIONS PROGRAM**

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**DATE: Jan.02 PREVIOUS OUTLINE DATED Jan.01**

**APPROVED:**

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**DEAN**

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**DATE**

**TOTAL CREDITS: 3**

**PREREQUISITE(S): NONE**

**HOURS/WEEK: 1**

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**I. COURSE DESCRIPTION:**

This course consists of two components; housekeeping and guest services. 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 guest services (security) program to the overall success of the lodging and food service industry. 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:**

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

1. Discuss the standards expected by today's guests in the resort industry.

Potential Elements of the Performance:

- Outline the expectations of today's guests in the hospitality industry
- Describe the role of the housekeeping department in resort and hotel operations
- Identify the typical cleaning responsibilities of the housekeeping department

This learning outcome will constitute approximately 10% of the final mark.

2. Outline the role of the housekeeping department in the success of the resort and hotel business.

Potential Elements of the Performance:

- Demonstrate an understanding of each component of housekeeping operations
- Apply team and leadership skills to rooms division operations
- Assess the impact of guest room standards on rooms division operations and guest satisfaction
- Discuss the managerial skills necessary to efficiently operate a housekeeping department , including its appropriate interaction with front desk personnel

This learning outcome will constitute approximately 20% of the final mark.

3. Develop technical skills in cleaning a room.

Potential Elements of the Performance:

- Develop a guestroom cleaning checklist
- Demonstrate the standard industry methods of room cleaning

This learning outcome will constitute approximately 10% of the final mark.

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

This learning outcome will constitute approximately 20% of the final mark.

Support the provision of healthy, safe, and well-maintained hospitality Environment

Potential Elements of the Performance:

5. Discuss the importance of a security program to the overall success of a resort operation.

Potential Elements of the Performance:

- discuss the goals, concerns, benefits and costs of a security system
- 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

This learning outcome will constitute approximately 5% of the final mark.

6. Identify and discuss the components of risk assessment and response to emergencies.

Potential Elements of the Performance:

- Identify emergencies that may affect resort operations
- Assess and explain the possible consequences of each emergency
- Identify and develop controls which may prevent or minimize damage to resort operations for each type of emergency

This learning outcome will constitute approximately 10% of the final mark.

7. Outline the standard steps to implement an emergency response plan.

Potential Elements of the Performance:

- List and explain the components to consider when developing an emergency management program
- Define emergency plan objectives and scope
- Choose an appropriate type of plan (four common plans used in industry)
- Identify those responsible for each response action
- Determine emergency-response operations (organizational flow chart)
- Write and edit the emergency plan

This learning outcome will constitute approximately 10% of the final mark.

8. Outline and explain the role of management in the development and implementation of a security management program.

Potential Elements of the Performance:

- assess and explain the effectiveness of the security procedures and equipment studied in this course
- identify and explain the security procedures covering the guest and hotel in relation to guest concerns, guest assets, and the protection of funds

This learning outcome will constitute approximately 10% of the final mark.

9. 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

This learning outcome will constitute approximately 5% of the final mark.

**III. TOPICS:**

**List of Topics:**

- The role of housekeeping in hospitality operations
- Planning and organizing the housekeeping department
- Job descriptions, training, and scheduling
- 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
- Ceilings, walls, furniture, and fixtures
- Beds, linens and uniforms
- Carpets and floors, interior design
- Setting up the security program, security equipment
- Security procedures covering guest concerns
- Departmental responsibilities in guest and asset protection
- Emergency management
- Risk assessment and response to emergencies
- Additional guest services responsibilities and concerns

**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, 1997.

**V. EVALUATION PROCESS/GRADING SYSTEM:**

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies &amp; Procedures Manual – Deferred Grades and Make-up</i> ).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.	

**Professor's Evaluation**

<b>Tests / Exams / Assignments</b>	<b>70%</b>
<b>Housekeeping / Guest Services Seminar</b>	<b>20%</b>
<b>Student Professionalism (Attendance, conduct, participation)</b>	<b>10%</b>
<b>Total</b>	<b>100%</b>

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 word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided in advance.

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 (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

### 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 postsecondary institutions.

### Plagiarism:

Students should refer to the definition of "academic dishonesty" in *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/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

**VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

**VIII. DIRECT CREDIT TRANSFERS:**

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.