

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: HOUSEKEEPING AND SECURITY
CODE NO.: HMG108 **SEMESTER;** IV
PROGRAM: HOTEL AND RESTAURANT MANAGEMENT
AUTHOR: KIM SIEBERTZ
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PREVIOUS OUTLINE DATED: JANUARY, 1993

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APPROVED:
DEAN, SCHOOL OF BUSINESS &
HOSPITALITY

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HOUSEKEEPING & SECURITY

HKG108

COURSE NAME

COURSE CODE

- TEXTS:** (1) "Managing Housekeeping Operations", Kappa, Nitschke,
& Schappert
"Student Manual" for above
- (2) "Security and Loss Prevention Management", Ellis and
Security Committee of AH & MA Student Manual
"Student Manual" for above

COURSE DESCRIPTION - HOUSEKEEPING!

This course is designed to give the student a basic understanding of housekeeping management and its responsibilities to the quality and quantity policy established to insure upkeep of corporate property.

SESSIONAL OBJECTIVES:

Upon completion of the objectives, the student should be able to:

1. Describe the role of Housekeeping Department in hotel operations, and explain the importance of effective communications between housekeeping, front office, and engineering and maintenance departments.
2. Identify typical cleaning responsibilities of 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. Apply techniques to develop and improve resource skills in recruiting, selecting, hiring, and orientating.
4. Apply techniques to develop and improve resource skills in areas of training, scheduling, motivating and disciplining. Techniques addressed include implementing the 4 step training method, developing a staffing guide, adopting alternative scheduling methods, and motivating staff.
5. Manage inventories of recycled and non-recycled items. Establish pars for different types of inventories, taking physical inventories and effective control procedures.
6. Control expenses in the 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.

7. Understand the safety and security needs of the hospitality operations, and how these issues affect housekeeping personnel.
8. Understand the skills needed to operate an on-premise laundry (OPL). These will include layout, different fabric, flow of linen, typical machines and equipment needed and staffing.
9. Understand the housekeeper's responsibilities as to the hazardous materials legislation, and develop the proper communications program in that department.
10. Develop procedures to ensure efficient and cost effective use of labor and supplies to guestroom cleaning.
11. Develop procedures for public and other areas of cleaning.
12. Develop selection criteria for ceiling surfaces, wall covering, furniture and fixtures, as well as cleaning criteria for these.
13. Develop criteria for bed, linen and uniform selection.
14. Understand the basics of carpet and floor construction, types of equipment used in floor care, and typical cleaning methods used.

SECURITY COURSE DESCRIPTION:

This course explains the issues surrounding the need for individualized security programs, examines a wide variety of security and safety equipment and procedures, and discusses guest security and internal asset protection.

METHOD OF INSTRUCTION:

Readings, individual student and group project, films, and discussions from text and assignments.

Where time and scheduling permits, guest speakers will be invited to assist in the course material.

SESSIONAL OBJECTIVES:

Upon completion of the objectives, the student should be able to:

1. Discuss the legal concerns in providing safe and secure accommodations for guests.
2. Identify preliminary considerations in setting up a security program, including the importance of law enforcement liaison and security training.
3. State the various methods of security staffing, noting the potential weaknesses of each method.
4. Identify and explain the functions of a wide variety of security equipment, including physical security, surveillance, communications, alarm, and guest room security, such as lock and key controls.
5. Identify and explain purposes of security procedures that deal with guest protection and internal control.
6. Discuss the elements of and need for computer security.
7. Cite the special security concerns involved in report writing and record keeping, media relations, special guests or events, swimming pools, health clubs and physical fitness areas.
8. Contribute to the development of an emergency management program dealing with potential evacuation policies (bomb threats, tornadoes, blackouts, robberies, medical emergencies and terrorism).
9. Discuss the elements of a safety program.

EVALUATION;

All evaluations stated in the Student Manual are the criteria of the Educational Institute and have no bearing on the criteria established as a passing grade at Sault College.

HOUSEKEEPING:

The student will be expected to complete 14 basic self-testing quizzes.

Class Participation & Activities	10%
Four Progress Tests	30%
Final Exam	60%

Worth 50% of Course - HMG108-4 - Final Mark

SECURITY:

The student will be expected to complete 10 basic self-scoring quizzes.

Class Participation	10%
Four Basic Progress Tests	30%
Final Examination	60%

Worth 50% of Course - HMG108-4 - Final Mark

PASS - 60%

GRADING SYSTEM:

A+	90-100%
A	80- 89%
B	70- 79%
C	60- 69%
R	REPEAT - under 59%

AVAILABILITY:

Please see instructor's timetable for academic counselling time.

ROOM L140

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