SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE   HOUSEKEEPING AND SECURITY

CODE **NO.:**   HMG108   **SEMESTER:**   IV

4toROGRAK: HOTEL AND RESTAURANT MANAGEMENT

AUTHOR: KIM SIEBERTZ

DATE: JANUARY, 1995

PREVIOUS OUTLINE   JANUARY, 1994
DATED:

Newj   Revision: X

APPROVED:
      DEAN, SCHOOL OF BUSINESS &   **DATE**
          HOSPITALITY

COURSE NAME   **COURSE CODE**

TEXTSs (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

The Housekeeping and Security course has been designed to be a self
study course. Classtime, 1 hour weekly, will provide for:
- question period
- video presentation
- assignment presentation
- testing

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 depart-
    ment 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.

^B|l. 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 individ-
ualized 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 objectivs, 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.

<u>HOUSEKEEPING</u>:

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

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

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

<u>SECURITY</u>:

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%**

<u>GRADING SYSTEM:</u>

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

<u>AVAILABILITY</u>:

Please see instructor's timetable for academic counselling time.

ROOM L140   EXT. 437

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: INDUSTRY PLACEMENT

CODE NO.: HMG200   **SEMESTER:** FOUR

PROGRAM: HOTEL & RESTAURANT MANAGEMENT
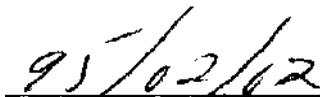
AUTHOR: G. W. DAHL

DATE FEBRUARY, 1995

PREVIOUS OUTLINE DATED:

                       X
New.   Revision:

APPROVED: _____   95/02/62 _____
DEAN, SCHOOL OF BUSINESS &   **DATE**
        HOSPITALITY

WORK EXPERIENCE   HMG200

COURSE NAME   **COURSE CODE**

'.'CURSE HOURS: 80 hours
                         2 weeks - ten 8 hour shifts

i.   **PHILOSOPHY/GOALS:**

Career experience work placements are provided by local employers and organizations. Students participate as an "employee" for a two-week block placement at the end of the fourth semester.

ᵞhrough the work placements, students are able to put classroom theory into practice and learn first-hand about the scope and variety of occupations available.

^t 'idents are assigned their Career Experience placements by the program faculty. The assignments are based upon a review of student resumes, placement preferences, employer constraints, and the available placement opportunities.

ᵀᵀ.   **STUDENT PERFORMANCE OBJECTIVES:**

upon successful completion of this course, the student will be able to:

a)   Apply, in a work setting, the skills and knowledge acquired
        during the course of study at Sault College.

h)   Problem solve and take initiative when presented with new
        situations.

c)   Work independently with a minimum of supervision.

d)   Demonstrate appropriate business conduct, i.e. regular
        attendance, punctuality, good grooming, ability to work
        with others.

IJ I-   **COURSE REQUIREMENTS:**

Mandatory attendance while participating in Career Experience is essential. Any absence may require a medical certificate and missed days rescheduled. The student must contact both the employer and the Hospitality faculty member to report an absence prior to the start of the work day.

WORK EXPERIENCE   HMG200

COURSE NAME   COURSE **CODE**

COURSE **REQUIREMENTS** (con't)

IJIa. Placement Confirmation:

indents will acknowledge their placement assignment with a resume and
jitter of introduction to the employer. A copy of the letter of
introduction is to be filed with the Hospitality faculty. At least
one week prior to the start of the Career Experience program, each
student will confirm the placement by a telephone call or personal
-MSit.

1JIt>_ **Letter of Thanks**:

students are to forward a card or letter of thanks to their "employer"
»t the end of the Career Experience placement. A copy of the letter
of thanks should also be filed with the Hospitality faculty.

?IIc. **Evaluation Methods:**

Evaluations are conducted by employers who are required to complete
one evaluation of each student "employee". The Placement Office
provides a standard evaluation form and **employers are required to
discuss the evaluation prior to signature.** The evaluation allows both
the student and the College to measure the success of the work
placement.

IIId. **Student Progress:**

The Hospitality faculty are concerned and interested in student
progress during work placement. Students should contact the faculty
members if they have any concerns, or if any serious matter affecting
their work or welfare should arise.

IJIe. **Dress Code:**

Students must dress in appropriate business attire.

IJIf. **Prerequisites**:

students must have completed all related subjects up to and including
semester 3.

SAULT COLLEGE HOTEL & RESTAURANT MANAGEMENT
STUDENT WORK EXPERIENCE EVALUATION

STUDENT **NAME:** _____

ESTABLISHMENT: _____

SUPERVISING STAFF & POSITION: _____

M was the student:	Y	N	2) Did the student:	Y	N
a) Punctual			a) Ask questions		
b) Dressed & groomed appropriately			b) Seem enthusiastic		
c) Observant					
d) Polite					
e) Dependable					

;') Overall performance: 4) General knowledge of the
                                   industry:

a) Excellent		a) Excellent
b) Very Good		b) Very Good
c) Good		c) Good
d) Fair		d) Fair
e) Poor		d) Poor

5) would you qualify
   the student as a
   potential employment
   candidate?

?f you have any further comment regarding any of the above, please
write them down. Any constructive feedback will benefit the student
now and in future employment.

Thank you for your cooperation

Hospitality Faculty

Worker*   supervisor:

	Does Not Apply	Not Satisfactory	Improvement Required	Meets Standards	Exceeds Standards	Comments

1. **Observance** of Work Hours

2. Attendance

3. Appropriate Grooming and Dress

4. Compliance with Company Rules

5. Safety Habits

6. Interaction with Co-workers

7. Ability to Learn Required Tasks

8. Knowledge of Work

9. Quality of Work

10. **Quantity** of **Work**

11. Work **Rythm (Pace)**

12. Ability to Correct Errors

13. Appearance of Work Station

14. Operation and Care of Equipment

15. Attention to duties

16. Decision Making (as it applies to the Job)

17. Job Flexibility

18. Accepts direction from others

19. Attitude towards supervisor

20. Amount of supervision required

21. Reaction to frustration

22. Effectiveness under stress

23. Adjust to and accepts change

WORKER   EVALUATION   FORM

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