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

COURSE OUTLINE

HOUSEKEEPING AND SECURITY

COURSE TITLE:

HMG108 IV

CODE NO.: SEMESTER;

HOTEL AND RESTAURANT MANAGEMENT

PROGRAM:

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AUTHOR:

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DATE:

PREVIOUS OUTLINE JANUARY, 1993

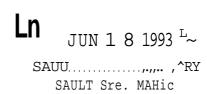
DATED:

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APPROVED:

DEAN, SCHOOL OF BUSINESS & HOSPITALITY

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DATE

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.
- 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 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.

HOUSEKEEPING:

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

SECURITY:

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

Class Participation	L	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 EXT. 437