

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: HOUSEKEEPING AND SECURITY

Code No.: HMG 108--3

Program: HOTEL & RESTAURANT MANAGEMENT

Semester: IV

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APPROVED:

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HOUSEKEEPING AND SECURITY

HMG 108-4

TEXTS: The Professional Housekeeper, Tucker, Snider

REFERENCE: The Professional Housekeeper - Tucker - Snider
 Housekeeping - Brigham

PART A. HOUSEKEEPING OBJECTIVES:

To place the housekeeping department in its role in a hotel or motel.

MODULE ONE - Chapter 3 and 4

In this module, the importance of the Housekeeping Department and its traditional areas of responsibility are discussed.

Objectives:

Upon completion of Module One, the student will be able to:

- 1) List the three important factors to good housekeeping in the Lodging industry
- 2) List the four overall areas of responsibilities that the housekeeper must supervise
- 3) List the twelve areas of chores and tasks delegated to housekeeping

MODULE TWO -- Chapter 5 and 6

Discussion of the talents and skills of a housekeeper as well as those persons needed to staff an efficient and productive Housekeeping Department are covered.

Objectives:

Upon completion of Module Two, the student will be able to:

- 1) List ten rules of good leadership in housekeeping
- 2) Identify the six personality traits needed to succeed in an executive housekeeping position
- 3) List the steps identified in the process of recruiting, interviewing, hiring and training for housekeeping positions

MODULE THREE - Chapter 7

In this module, housekeeping in the overall organization, large or small, and the internal organization of the housekeeping department are discussed. The relationship between the occupancy forecast levels, internal organization and tasks to be performed and assigned are covered.

Objectives:

Upon completion of Module Three, the student will be able to:

- 1) List the relationship between occupancy and staffing and define a "Staffing Guide"
- 2) Identify the importance of scheduling
- 3) Identify the areas and occasions when group and team cleaning may be effective
- 4) Identify the importance of time, when it comes to an assignment of tasks and chores

MODULE FOUR - Chapter 8 and 18

In this area, accompanied by film and text, the step-by-step process of guest room clean-up and inspector's duties are related and demonstrated.

Objectives:

Having read and observed techniques used in industry in this module, the student will be able to:

- 1) List the chores, in order of performance, needed to perform in a:
 - a) check-out room
 - b) stay-over room
 - c) vacant room
- 2) Identify the importance of standard performance in these chores and their relation to staffing, labour costs, and occupancy levels.
- 3) List and explain the 16 areas of responsibility of an inspector in the rooms department.

MODULE FIVE - Chapter 9

Depending on property size, this module covers many of the unseen areas that housekeeping may have to maintain the tasks and preferred times of allocating these duties. The option of contract cleaning versus in-house cleaning is discussed.

Objectives:

Upon completion of Module Five, the student will be able to:

- 1) List front-of-house and back-of-house areas to be cleaned
- 2) List those areas that require daily, weekly or monthly attention
- 3) List the chores, method and equipment needed for banquet, dining room, kitchen, service corridor cleanliness

MODULE SIX ~ Chapter 10

Hard floors, types, and their care are discussed. Types of floors, based on activity, and schedule of cleaning are covered as to which has proven most suitable and efficient.

Objectives:

Upon completion of Module Six, the student will be able to:

- 1) Define the difference between "continuous" and "non-continuous" flooring
- 2) List the 8 types of flooring available in continuous or non-continuous flooring
- 3) List the preferred location as well as advantages or disadvantages of different types of flooring
- 4) List the steps of cleaning any of the above types and equipment needed for this chore
- 5) Demonstrate the method of teaching persons involved in floor care.
 - a) Dry mopping
 - b) Wet mopping
 - c) Types and uses of equipment

MODULE SEVEN - Chapter 11 & 12

Carpets, types and quality are integrated as a continuous aspect of floors.

Objectives:

Upon completion of Module Seven, the student will be able to:

- 1) List the 12 points in selection of carpeting for the lodging industry
- 2) Define construction of a carpet and the impact density, weight, pile height, and fibers have in this area and its eventual location
- 3) Identify the areas where backings and paddings are recommended
- 4) Identify the importance installation methods have on high traffic areas

MODULE SEVEN (cont'd)

- 5) Identify the proper type of colouring and/or design recommended in different areas of the hotel depending on location, use and type of traffic
- 6) List three commonly used pieces of equipment in carpet care
- 7) Identify the seven common problems in carpet care and their solution

MODULE EIGHT - Chapter 13

In this module, a brief overview is given in the general area of linens; needs and uses.

Objectives:

Upon completion of Module Eight, the student will be able to:

- 1) Know the weave differences involved in dining linen, bed linen, and bath linen
- 2) Identify the various sizes of linen used in these specific areas and their uses
- 3) Identify the blanket types available
- 4) List the four areas of concern determining purchases of blankets
- 5) List the types of pillows and advantages of each
- 6) Identify types of mattresses available

MODULE NINE - Chapters 14,15,16, & 17

In this area, we will discuss walls and windows and how they are covered. Briefly, interior design of guest rooms and public areas are shown and how these must be planned to consider easy maintenance and cleanliness.

Objectives:

Upon completion of Module Nine, the student will be able to:

- 1) List the types of wall coverings available
- 2) Identify difference in cost to paint or cover, and their maintenance over time
- 3) List types of drapery, backing and hardware needed
- 4) List 12 areas of safety in public areas where interior design and furnishings have to be considered
- 5) List 14 standard areas in interior design for guest rooms
- 6) List 6 areas of concern or change in interior design of guest rooms today

MODULE TEN - Chapter 19

This module will cover materials, equipment and supplies used in housekeeping.

Objectives:

Upon completion of Module Ten, the student will be able to:

- 1) List number of machines needed as suggested for a hotel up to 400 room capacity
- 2) List tools and containers needed by room attendants
- 3) List guest room amenities
- 4) List guest room supplies
- 5) Identify cleaning supplies, chemicals and their uses

MODULE ELEVEN - Chapter 21

The linen room, and lost and found department procedures, are discussed from inventory, daily activity to long range responsibilities.

Objectives:

Upon completion of Module Eleven, the student will be able to:

- 1) List the eleven daily duties generally assigned to linen room attendants
- 2) Identify the need for part stock of linens needed in linen room, maid's room and maid's cart based on occupancy, room configuration and guest night rotation
- 3) Identify the hotel's responsibility of lost and found articles
- 4) Identify the legal aspect of the terms lost and found and common-law application to the right of disposal of unclaimed items

MODULE TWELVE - Chapter 23

In this module, the development of standard manuals, their relation to quality and quantity of work performed are discussed.

Objectives:

Upon completion of Module Twelve, the student will be able to:

- 1) Submit a Procedures Manual, based on the subject covered to-date, for a room attendant
- 2) List the importance of time and motion analysis in developing standard procedures
- 3) List those areas of concerns in personal appearance and cleanliness of a room attendant
- 4) List ten areas common in hotels, that require a maid to report to a department supervisor

PART B. SECURITY OBJECTIVES:

MODULE ONE

In this module, introduction to security, its organization and the concept that security is everyone's concern is discussed.

Objectives:

Upon completion of Module One, the student will be able to:

- 1) Understand the significance of the Innkeeper's Act and its implication on the lodging industry
- 2) List the nine areas of security commonly needing protection in hotels
- 3) Elaborate on the organization of a security department in a hotel, listing its responsibilities and cooperation with all staff members depending on property size
- 4) List 25 of 100 identified "soft spots" in a hospitality property

MODULE TWO:

In this module, a profile of a possible security employee as well as the various physical devices in use in security are discussed.

Objectives:

Upon completion of Module Two, the student will be able to:

- 1) List the skills and talents of a security employee
- 2) Identify those areas of external concern and design to minimize risk
- 3) List at least two types of locks in use in hotels and describe the security needed in each
- 4) List the types and security systems in use today
- 5) Briefly explain the function and best use for each device listed

MODULE THREE

Security in hiring and employee relations are discussed.

Objectives:

Upon completion of Module Three, the student will be able to:

- 1) List the steps Security should take in recruiting
- 2) List those areas Security should verify in current employees on an on-going basis

MODULE FOUR

In this module, fraud as it relates to hotel operations, is discussed.

Objectives;

Upon completion of Module Four, the student will be able to

- 1) List the steps in credit control
- 2) List the steps in a cheque acceptance policy
- 3) Identify procedures in credit card usage
- 4) List the types of fraud commonly found in hotels, their method and prevention

MODULE FIVE

Theft of guest property, staff and hotel property are discussed in this module -

Objectives;

Upon completion of Module Five, the student will be able to:

- 1) List the most common guest theft and its prevention
- 2) List the most common areas of stock and employee theft and its prevention

MODULE SIX

The effect of lack of security and its result on goodwill, business, and continuity and efficiency of the operation, are discussed.

Objectives;

After completion of Module Six, the student will be able to:

- 1) Identify the relation between goodwill, reputation and marketing
- 2) List the reasons for security as it relates to goodwill
- 3) List the areas of protection of business data
- 4) List emergencies and the security preparation of scheduling in each case

METHOD;

Lectures, readings, videos, and class assignments will form the major part of in-class work. Where and when possible, work weeks may be assigned in local hotels in February and April to gain on the job experience.

Periodic tests will be given at the completion of certain sections of the text. Two weeks' notice will be given prior to the test so students may review and question any of the area to be covered.

A manual for maids standards of operation, including security concerns will be submitted on

EVALUATION:

Class work and assignments	30%
Standard Manual	20%
Term and Final Test	30%
* On the Job or Gallery Housekeeping	20%

* Failure to participate in the "on the job" work weeks in industry, when assigned, will constitute an incomplete program. Marks will then be withheld until this portion is complete.

A passing grade will be 60%.

HOUSEKEEPING AND SECURITY

HMG 108-4

HOUSEKEEPING AND SECURITY MANUAL 140

STUDENT NAME:

- | | |
|-------------------------------------------------|----|
| 1) INTRO, IMPORTANCE OF POSITION AND DEPARTMENT | 10 |
| 2) MAID'S RESPONSIBILITIES AND DUTIES | 10 |
| 3) STANDARDS - PROCEDURES - REPORTS | 30 |
| 4) LINEN AND LAUNDRY CONTROLS | 10 |
| 5) LOST AND FOUND | 10 |
| 6) PUBLIC AREAS | 10 |
| 7) EXECUTIVE HOUSEKEEPER'S RESPONSIBILITIES | 10 |

SECURITY:

- | | |
|----------------------------------------------|----|
| 1) DUTIES AND RESPONSIBILITIES OF INDIVIDUAL | 10 |
| 2) POLICIES RE: A) GUEST PROTECTION | |
| B) GUEST PROPERTY PROTECTION | |
| C) STAFF AND THEIR PROPERTY PROTECTION | 30 |
| 3) SECURITY REPORTS AND GENERAL OBSERVATION | |