



Module Structure

Module Title : Housekeeping Operations II

Module Code: HTPM221

Programme of Study/Year of Study : Hospitality and Tourism Management/Year 2

Group : HTMII RD

Semester : Fall

Number of Hours Taught : 2 hours (Theory)/ 5 hours
(Practice) per week

ECTS : 6

Instructor: Elena Iosif

Office Hours: Wednesday 15:00 – 18:00

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Pre-requisite(s) : Housekeeping Operations

Module Rationale

The successful evolution of a housekeeper emerges from the technical knowledge one acquires. As a result this module is essential since it supplements the knowledge of students with the organisation of housekeeping systems and functions. It is a blend of theory and practice offering student's technical skills to proceed with a career in the industry at this stage.

Aims

This course examines the role of the supervisory functions in the housekeeping department. It provides a thorough overview of the department and its role and communication in relationship to other departments. During the course, students will gain job related experience with placement in the real working environment and simultaneously cultivate their supervisory role.

Intended Learning Outcomes

At the completion of this course, students should be able to:

1. Identify the role of the housekeeping department and explain the importance of effective communication between the other departments
2. Manage inventory, par levels of equipment and linen
3. Understand the supervisory skill necessary for efficient operation of the department
4. Develop cleaning and inspection procedures for guest room cleaning and public areas and define frequency schedules
5. Understand the operation of a Laundry and analyse the functions of the department



6. Recognise and understand the Laundry equipment
7. Practice basic decoration techniques and flower arrangement

Delivery Methods:

Lectures, case studies, coursework, demonstration, hotel practice

Assessment:

Project 20%
 Final Examination 40%
 Test 10%
 Practical work Assessment 30%

Module Requirements

Refer to the students manual for the module requirements

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	02/10 – 09/10	Introduction to the Housekeeping operation <ul style="list-style-type: none"> • Structure of the department • Hotel and Room types • Cleaning procedures and special services • Mind map of cleaning 	1&2
2.	12/10 – 16/10	Supervisory Aspects of the HK department <ul style="list-style-type: none"> • Scheduling • Staffing • Area responsibilities 	3&4
3.	19/10 – 23/10	Material Planning <ul style="list-style-type: none"> • Chemical Supplies • Equipment maintenance • Guest Supplies 	5
4.	26/10 – 30/10		
5.	02/11 – 06/11	<ul style="list-style-type: none"> • Principles of Safety and Security • Hazard Analysis. Critical Control points • Pest Control 	10
6.	09/11 – 13/11	Scheduling <ul style="list-style-type: none"> • Identifying task requirements • Measuring time • Employee performance standard • Schedule daily task and daily/weekly cleaning operations 	3&7
7.	16/11 – 20/11		
8.	23/11 – 27/11	Inspection Procedures <ul style="list-style-type: none"> • Public areas inspection • Inspection of special cleaning 	7



Week	Dates	Topics to be Covered	Reference Chapter / Material
		<ul style="list-style-type: none"> • Room Inspection • Floor Inspection 	
9.	30/11 – 04/12	Communication <ul style="list-style-type: none"> • Importance of communication • Communication methods • Department communication and communication with the F.O. Dept 	1
10.	07/12 – 11/12	Laundry Operation <ul style="list-style-type: none"> • Type of Fabrics • Room linen • F&B Linen • Textline cleaning 	6
11.	14/12 – 18/12		
12.	21/12 – 22/12	Hotel decoration and Flower decoration <ul style="list-style-type: none"> • Room decoration • Public areas decoration • Dining Room decoration • Flower arrangements • Wedding and events flower arrangements 	Handouts
13.	07/01 – 08/01	Revision	

Essential Reading

Casado, A. 2012. Housekeeping Management, 2nd ed. Wiley

Additional Reading

Jones T. 2005. Professional Management of Housekeeping Operations 4th ed. Wiley



