



Module Structure

Module Title : Housekeeping Operations

Module Code : HTPM122

Programme of Study/Year of Study : Hospitality & Tourism Management/Year 1

Group : HTMI

Semester : Spring

Number of Hours Taught : 2 per week

ECTS : 3

Instructor: Elena Iosif

Office Hours: Wednesday 10.00 – 11.00

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Pre-requisite(s) : Introduction to the Hospitality and Tourism Management

Co-requisite: Front Office Operations

Module Rationale

This module is designed to introduce students to the operation of the housekeeping department and provide a basic understanding of operational tasks, procedures, systems and the department's integration in overall hotel operation. It will also enable the choice of specialisation area in the second year of studies.

Aims

This course provides students with a basic understanding of the fundamental functions and importance of the housekeeping department in hotel operations and other contexts. Students will familiarise themselves with the main responsibilities, tasks, procedures and systems of the housekeeping department and understand its relationship with other departments

Intended Learning Outcomes

On successful completion of this module, students will be able to:

1. Acknowledge the role of the housekeeping department in hotels and other organisations
2. Understand the basic responsibilities of the housekeeping department
3. Use the housekeeping glossary and terminology
4. Comprehend the relationship of the housekeeping department and the other departments of the hotel
5. Know the basic cleaning procedures and the use of cleaning equipment and material
6. Understand the role of the linen room and the laundry department and become familiar with their operation.



Delivery Methods:

Lectures, role playing, coursework, demonstration

Assessment:

Test or Coursework	20%
Midterm	20%
Group work / Presentation	20%
Final Examination	40%

Module Requirements

Refer to the students' manual for the module requirements.
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Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	28/01– 01/02	The role of the housekeeping department in overall hotel operation	
2.	04/02-08/02	Housekeeping in different contexts such as other accommodation providers, health institutions etc.	
3.	11/02-15/02	The organisation of the housekeeping department Responsibilities of the housekeeping staff	
4.	18/02-22/02	The organisation of the housekeeping department Responsibilities of the housekeeping staff	
5.	25/02-01/03	Cooperation of the housekeeping department with the front office and the maintenance and engineering departments	
6.	04/03-08/03	The housekeeping department and its cooperation with the other hotel departments	
7.	12/03-15/03	Basic cleaning procedures	
8.	18/03-22/03	Basic cleaning procedures	
9.	26/03-29/03	Basic use of cleaning equipment and material	
10.	02/04-05/04	Types of guestrooms and basic guest room cleaning (daily cleaning, occupied room cleaning, spring cleaning)	
11.	08/04-12/04	Basic public area cleaning	
12.	15/04-19/04	The linen room and its operation	
13.	22/04-23/04 & 02/05-03/05	The laundry department and its operation	
	24/04-30/04	EASTER HOLIDAYS	
14.	06/05-10/05	Revision	

Essential Reading

Lecturer's Notes



Additional Reading

- Aleta A. Nitschke and William D. Frye. 2008. Housekeeping Management. 2nd ed., Educational Institute: USA
- Casado, A. 1999. Housekeeping Management. Wiley: London
- Schneider, M., Tucker, G., Scoviak, M. 1999. The Professional Housekeeper. 4th ed. London: Wiley



