



Module Structure

Module Title : Housekeeping Management

Module Code : HTMP323

Programme of Study/Year of Study : Hospitality and Tourism Management/Year 3

Group : HTMIII RD

Semester : Spring

Number of Hours Taught : 3 per week

ECTS : 5

Instructor: Elena Iosif

Office Hours: Tuesday 08.00 – 09.00

Office Number: 313

Office Tel: 22404853

email: eiosif@hhic.mlsi.gov.cy

Pre-requisite(s) : Housekeeping Operations, Housekeeping Operations II

Module Rationale

This module adopts a managerial perspective to the housekeeping department providing the necessary knowledge, skills and competences required to effectively manage a housekeeping operation in hotels and other contexts.

Aims

The module exposes students to the various challenges that the housekeeping department faces in recent times as well as to the various management functions and tools available to housekeeping management professionals. It examines the managerial role in the housekeeping department, placing emphasis on managing human resources including planning, organising, staffing and training of personnel, as well as on environmental management.

Intended Learning Outcomes

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

1. Identify the Housekeeping profession and the principles of management.
2. Understand the Housekeeping human resource issues.
3. Develop procedures for material planning.
4. Understand the operational planning of the department.
5. Manage an On-Premises Laundry.
6. Manage housekeeping in other non hotel operations.
7. Understand the housekeeping's role in environmental management.
8. Understand the importance of Interior design in relation with the housekeeping.



Delivery Methods:

Lectures, role playing, coursework, group work and presentation.

Assessment:

Test or Coursework	20%
Project	20%
Midterm	20%
Final Examination	40%

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.	26/01– 27/01	The Housekeeping profession and the principles of management. <ul style="list-style-type: none"> • Management Theory and Housekeeping administration • Motivation and Productivity • Issues of leadership 	Part I 1
2-3.	30/01-03/02 06/02 -10/02	Housekeeping Human Resources <ul style="list-style-type: none"> • Planning • Organising • Staffing • Directing • Controlling • Training 	Part II 2-3
4.	13/02-17/02	Material Planning – Administration of equipment and supplies. <ul style="list-style-type: none"> • Material Budgets • Inventory Control • Material Classification • Guestroom furniture and fixtures 	Part II 4
5.	20/02-24/02	Material Planning – Purchase and selection criteria <ul style="list-style-type: none"> • Cleaning supplies • Guest supplies • Machines and Equipment 	Part II 5 & 6
6.	28/02-03/03	Material Planning – Bedding, Linen, Uniforms <ul style="list-style-type: none"> • Bedding • Bath and Table Linens • Uniforms Characteristics / Purchasing/Proper storing and Control	Part II 7
7.	06/03-10/03	Operational Planning – Opening the House. <ul style="list-style-type: none"> • Departmental communication with other departments. • Importance of using forms. 	Part II 8



Week	Dates	Topics to be Covered	Reference Chapter / Material
8.	13/03-17/03	Operational Planning - Daily routine <ul style="list-style-type: none"> Daily routine of guestroom cleaning Priority for guestroom cleaning Communication symbols on daily work report Chronological steps for guestroom and public area cleaning 	Part III 10 & 11
9.	20/03-24/03	Operational Planning – Closing the House <ul style="list-style-type: none"> Coordination between the department’s shifts Chronological order for evening activities in guestrooms and public areas 	Part II 9
10.	27/03-31/03	Managing an On – Premises Laundry <ul style="list-style-type: none"> Planning the OPL Laundry Operation Staffing the Laundry room 	Part IV 15
11.	03/04-07/04	Managing Housekeeping in other non hotel operations. <ul style="list-style-type: none"> Housekeeping in hospitals, nursing homes, and other business. Handling pathogenic organisms, types of soil and common disinfectants 	Part IV 13
12.	10/04-11/04 19/04-21/04	The Housekeeping’s role in Environmental Management <ul style="list-style-type: none"> Recycling Hazardous waste disposal Indoor air quality control Energy conservation and “green cleaning” 	Part IV 13
13.	24/04-28/04	Interior Design <ul style="list-style-type: none"> Elements of Interior design Selection considerations 	Part II 4&5
14.	02/05-05/05	Revision	

Essential Reading

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

Additional Reading

Jones T 2008. Professional Management of Housekeeping Operations 5th ed. Wiley



