

COURSE APPROVAL FORM COVER SHEET

BANNER TERM
201710

Trades & Professional Services

SCHOOL

Tourism & Hospitality

DEPARTMENT

HS215, Managing Housekeeping Operations

COURSE ALPHA, NUMBER, TITLE

Eric Ji

AUTHOR

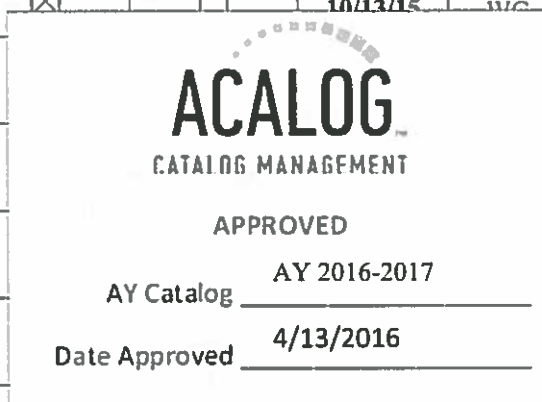
10/5/15

DATE SUBMITTED

Check the action to be taken and have the indicated people sign.

- ☐ Course Adoption - all signatories
☒ Course Substantive Revision - all signatories except President
☐ Non-Substantive Revision - all signatories except President and LOC Chair

APPROVED BY	NAME	APPROVED	DISAPPROVED	DATE	ACTION*
DEPARTMENT CHAIR	Norman Aguilar	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10/13/15	W/C
REGISTRAR	Patrick L. Clymer	<input type="checkbox"/>	<input type="checkbox"/>		
DEAN	Virginia Tudela, Ph.D.	<input type="checkbox"/>	<input type="checkbox"/>		
LEARNING OUTCOMES COMMITTEE CHAIR	Rose Marie Nanpei	<input type="checkbox"/>	<input type="checkbox"/>		
VP, ACADEMIC AFFAIRS	R. Ray D. Somera, Ph.D.	<input type="checkbox"/>	<input type="checkbox"/>		
PRESIDENT	Mary A. Y. Okada, Ed.D.	<input type="checkbox"/>	<input type="checkbox"/>		



* Indicate if the document had no corrections (NC), was approved with minor corrections (WC), or was disapproved and returned back to author (BTA).

This version of the cover sheet facilitates the eventual transition to an all-online curricula approval process.

Date of template revision: **May 2015**

HS215_ISR_2016-04-13

COURSE APPROVAL FORM
FOR ADOPTION, SUBSTANTIVE REVISION AND NON-SUBSTANTIVE
REVISION

I. TYPE OF ACTION

Check the type of action that applies. If previous Course Guide exists, please attach.

A. ☐ Adoption

B. ☒ Substantive Revision (attach electronic copy of current Course Guide)

The numbers listed next to the changes below may or may not require a response and they have been identified as those questions most likely needing to be addressed. The entire Course Guide should be reviewed for applicability.

- ☐ Change in number of credit hours: II, IVD, VII, VIII, IX, X, XI, XII
- ☐ Change in prerequisite(s) other than prerequisite(s) offered within your department: II, IVD, VII, VIII, IX, X, XI, XII
- ☒ Substantive change in course content: II, IVD, VII, VIII, IX, X, XI, XII
- ☒ Identify specific changes not listed above:

Revised name of course from Housekeeping Management to Managing Housekeeping Operations.

C. ☐ Non-Substantive Revision (attach electronic copy of current Course Guide and complete items II through XII)

Please check the appropriate box:

- ☐ Change in course alpha, number, or title.

NEW: ALPHA	NUMBER	TITLE
-------------------	---------------	--------------
- ☐ Wording change in the catalog course description that does not significantly change the course content (attach old and new wording).
- ☐ Addition or revision of Student Learning Outcomes (SLOs) that does not significantly change the course content (attach old and new SLOs).
- ☐ Change in the course outline that does not significantly change the course content (attach old and new course outlines).
- ☐ Change in course prerequisites where both course and prerequisite are offered within your Department (attach old and new prerequisites).
- ☐ Change in maximum number of students allowed in class setting.
- ☐ Change in lab fees.
- ☐ Change in textbook.
- ☐ Other:

II. INTRODUCTION

The course is connected to the following program(s):

Associate of Science in Hotel Operations Management and Associate of Science in International Hotel Management

Please check appropriate box:

- A. ☒ This is a CTE course and is aligned with **Hospitality & Tourism** Career Cluster and **Lodging** Career Pathway.

(See <http://www.careertech.org/career-clusters/glance/clusters-occupations.html> for more information)

- B. ☐ This course is part of General Education.

III. COURSE DESCRIPTION & STUDENT LEARNING OUTCOMES

This course description will appear in the College Catalog followed by the Student Learning Outcomes-Course Level.

Course Description:

Housekeeping is critical to the success of today's hospitality operations. This course exemplifies what it takes to direct day-to-day operations of this department, from big-picture management issues to technical details for cleaning each area. This course provides students with an understanding of managing housekeeping operations and provides strategies and tools to achieve housekeeping standards that meet guest expectations.

If the description above is a revision, attach a copy of the current catalog page(s) to be revised.

Catalog Year: **2010 - 2011**

Page Numbers: **#186**

STUDENT LEARNING OUTCOMES – COURSE LEVEL (LIST 3-5)

Upon successful completion of this course, students will be able to:

- 1. Identify responsibilities and plan the work of housekeeping in a hotel operation.** ☐
- 2. Discuss housekeeping operation's concepts of environmental and energy management.**
- 3. Summarize the routine of guestroom cleaning from room assignments, through inspections, and turndown service.**

☒ These SLOs can be measured and learning is demonstrated.

☒ These SLOs are aligned to States' Career Cluster Initiatives (SCCI) (www.careertech.org/) standards.

IV. RATIONALE FOR PROPOSAL

If this course is connected to a program, answer A, D and E. If this course is not connected to a program, answer A-D.

- A. Reason this proposal should be adopted in light of the College's mission statement and educational goals

This course supports GCC's mission statement by providing the highest quality student-centered education and job training for Micronesia.

- B. An assessment of industry or community need
- C. Conformity of this course to legal and other external requirements. Include articulation agreements, Guam State CTE requirements, accrediting agency standards, State Board regulations, professional certification or licensing requirements if applicable
- D. Results of course and course guide evaluation.
Feedback from the TracDat Summary Use of Results, hotel advisory committee, students and faculty members was obtained when the course was reviewed.
- E. Program requirements (associate degree, certificate, diploma) served by this course

Associate of Science in Hotel Operations Management, Associate of Science in International Hotel Management.

V. RESOURCE REQUIREMENTS AND COSTS (PENDING AVAILABILITY OF FUNDS)

- A. Resources (materials, media, and equipment) and costs
Laptop, multimedia projector, speakers, and hospitality training DVDs
- B. Personnel requirements (administrative, instructional and support staff) and costs
This course is taught by full-time faculty or adjunct of the Tourism & Hospitality Department. Regular salary scales will apply. Full-time faculty is encouraged to attain the Certified Hospitality Educator's (CHE) designation to enhance student-learning outcomes. Office support normally provided to faculty will be sufficient.
- C. Facility requirements and costs
Existing classroom with seating capacity for 20 students will be sufficient.
- D. Funding source(s)
Local funding and revenue from tuition.
- E. Impact, financial or otherwise, this course may have on the School/College
There is minimal impact financially on the College.
- F. With the proposed revisions to this course, is the change meeting the program requirements for Title IV Federal Student Aid requirements as designated in Curriculum Manual page 30.

☒ X Yes ☐ No Comments:

VI. IMPLEMENTATION SCHEDULE

- A. Implementation date: **Fall 2016**
* Document must be approved by the second week of March to be effective for the following fall semester OR the second week of October to be effective for the following spring semester.
- B. Course Offering: **Spring, Fall**

VII. COURSE DESCRIPTION

- A. Course
Alpha: **HS**
Number: **215**
- B. Course Title(s)
Long Title: **Managing Housekeeping Operations**
Abbreviated Title (30 characters maximum): **Housekeeping Management**
- C. Contact Hours and Number of Students
Maximum Number of Students: **20**
Schedule Type:
Clinical:
Clinical Practicum:
Co-op:
Hybrid/Lecture & Online:
Lab:
Lecture: **45**
Lecture/Lab:
Online:
Instructional Methods:
Distance Learning:
Mediated:
Non-Traditional:
Online:

- Service Learning:
Traditional: X
- Total Hours: 45
- D. Number/Type of Credits
Carnegie Units: per semester
Credits: 3 per semester
- E. Prerequisite(s) HS150 – Welcome to Hospitality
- F. Co-requisites(s)
- G. Articulation
Secondary Programs/Courses
University of Guam
Others
- H. Target Population
Students interested in hospitality and tourism careers.
- I. Cost to Students (specify any fees)
Textbook, tuition, and fees

VIII. COURSE DESIGN (INSTRUCTIONAL METHOD E.G. DISTANCE LEARNING, MEDIATED, NON-TRADITIONAL, ONLINE, TRADITIONAL)

This course is designed to provide students with the principles of managing housekeeping operations for lodging establishments and hotels. The methods of instruction include lectures, videos, field trips, guest speakers, cooperative learning activities, group projects, Internet research, group discussions, service-learning projects, and role-play exercises.

IX. COURSE OUTLINE

- 1.0 The Role of Housekeeping in Hospitality Operations
- 2.0 Environmental and Energy Management
- 3.0 Planning and Organizing the Housekeeping Department
- 4.0 Housekeeping Human Resource Issues
- 5.0 Managing Inventories
- 6.0 Controlling Expenses
- 7.0 Safety and Security
- 8.0 Managing an On-Premises Laundry
- 9.0 Guestroom Cleaning
- 10.0 Public Area and Other Types of Cleaning
- 11.0 Ceilings, Walls, Furniture, and Fixtures
- 12.0 Beds, Linens, and Uniforms
- 13.0 Carpets and Floors
- 14.0 Tubs, Toilets, and Vanities

X. STUDENT LEARNING OUTCOMES - DETAILED (based on Course Outline)

Upon successful completion of this course, students will be able to:

- 1.0 The Role of Housekeeping in Hospitality Operations
 - 1.1 Types of Hotels
 - 1.1.1 Define the three different types of hotels.
 - 1.2 Hotel Management
 - 1.2.1 Develop the organization chart in the hotel.
 - 1.3 Hotel Divisions and Departments
 - 1.3.1 Classify the hotel divisions and departments.
 - 1.3.2 Describe the difference between revenue and support centers.
 - 1.3.3 Discuss the front and back of the house.

- 1.4 Housekeeping and the Front Office**
 - 1.4.1 Identify the different type of reports.**
 - 1.5 Housekeeping and Maintenance**
 - 1.5.1 Describe the different types of maintenance.**
- 2.0 Environmental and Energy Management**
 - 2.1 Sustainability and Green Philosophies**
 - 2.1.1 Explain the concept of sustainability.**
 - 2.1.2 List six areas of focus from the going green program.**
 - 2.1.3 Define the responsibility of the green team.**
 - 2.2 Housekeeping's Role in a Green Property**
 - 2.2.1 Discuss the executive housekeeper's responsibility of environmental management duties.**
 - 2.3 Water Conservation**
 - 2.3.1 Define effluent or reclaimed water.**
 - 2.3.2 Discuss in detail the linen reuse programs.**
 - 2.4 Energy Efficiency**
 - 2.4.1 Develop housekeeping activities that promote energy efficiency.**
 - 2.5 Waste Management**
 - 2.5.1 Define the meaning of reduce, recycle, and reuse.**
 - 2.5.2 List items that are commonly included in a hotel recycling program.**
 - 2.6 Indoor Air Quality**
 - 2.6.1 Define the indoor air quality.**
 - 2.7 Cleaning Chemicals**
 - 2.7.1 Provide an explanation of volatile organic compounds.**
- 3.0 Planning and Organizing the Housekeeping Department**
 - 3.1 Identifying Housekeeping's Responsibilities**
 - 3.1.1 List the cleaning areas housekeeping is responsible for.**
 - 3.2 Planning the Work of the Housekeeping Department**
 - 3.2.1 Create area inventory lists.**
 - 3.2.2 Compare the difference between frequency schedules and deep cleaning.**
 - 3.2.3 Develop performance and productivity standards.**
 - 3.3 Organizing the Housekeeping Department**
 - 3.3.1 Develop the department organization chart.**
 - 3.3.2 Classify the task lists and job description.**
 - 3.4 Other Management Functions of the Executive Housekeeper**
 - 3.4.1 Explain the coordinating and staffing procedures.**
 - 3.4.2 Contrast the directing and controlling procedures.**
 - 3.4.3 Explain the importance of evaluating employees.**
- 4.0 Housekeeping Human Resource Issues**
 - 4.1 Diversity**
 - 4.1.1 Discuss the lodging industry diversity initiatives.**
 - 4.2 Turnover**
 - 4.2.1 Define the cost of turnover.**
 - 4.3 Recruiting Employees**
 - 4.3.1 List the pre-recruitment process steps.**
 - 4.3.2 Provide the advantages of the internal recruiting.**
 - 4.3.3 Provide the advantages of the external recruiting.**
 - 4.4 Recruitment Sources**
 - 4.4.1 List the internal and external sources.**
 - 4.4.2 Discuss the factors of successful online recruiting.**

- 4.5 Selecting Employees**
 - 4.5.1 Discuss the four principles when selecting employees.**
- 4.6 Skills Training**
 - 4.6.1 Demonstrate the four-step training method.**
- 4.7 Scheduling**
 - 4.7.1 Develop the staffing guide for positions.**
 - 4.7.2 Write a sample of an employee's work schedule.**
- 4.8 Motivation**
 - 4.8.1 Define the definition of motivation.**
 - 4.8.2 Discuss the methods of motivating employees.**

5.0 Managing Inventories

- 5.1 Par Levels**
 - 5.1.1 Define the term of par levels.**
- 5.2 Linens**
 - 5.2.1 List the types of linen used**
 - 5.2.2 Determine the appropriate inventory level for all types of linen.**
 - 5.2.3 List the six steps to perfect linens.**
 - 5.2.4 Determine when to change linens.**
 - 5.2.5 Explain the inventory control of linens.**
- 5.3 Uniforms**
 - 5.3.1 Determine the par levels for uniforms.**
 - 5.3.2 Describe the inventory control of uniforms.**
 - 5.3.3 List problems encountered with uniform systems.**
- 5.4 Guest Loan Items**
 - 5.4.1 List the types of guest loan items.**
 - 5.4.2 Determine the par levels for guest loan items.**
- 5.5 Machines and Equipment**
 - 5.5.1 List the different types of machines and equipment.**
 - 5.5.2 Determine the par levels for machines and equipment.**
 - 5.5.3 Discuss the inventory control of machines and equipment.**
- 5.6 Cleaning Supplies**
 - 5.6.1 List the different types of cleaning supplies.**
 - 5.6.2 Determine the inventory levels for cleaning supplies.**
 - 5.6.3 Discuss the inventory control of cleaning supplies.**
- 5.7 Guest Supplies**
 - 5.7.1 List the types of guest supplies.**
 - 5.7.2 Determine the inventory levels for guest supplies.**
 - 5.7.3 Discuss the inventory control of guest supplies.**

6.0 Controlling Expenses

- 6.1 The Budget Process**
 - 6.1.1 Define the types of budgets.**
- 6.2 Planning the Operating Budget**
 - 6.2.1 Define the steps of budget planning.**
- 6.3 Using the Operating Budget as a Control Tool**
 - 6.3.1 Provide an example of using the operating budget as a control tool.**
- 6.4 Operating Budgets and Income Statements**
 - 6.4.1 Distinguish the hotel income statement.**
 - 6.4.2 Discuss the rooms division income statement.**
- 6.5 Budgeting Expenses**
 - 6.5.1 Explain the importance of the yearly forecast of occupancy levels.**
 - 6.5.2 Identify the different types of expenses.**
- 6.6 Controlling Expenses**

- 6.6.1 Define the four methods to control housekeeping expenses.
 - 6.7 Purchasing Systems
 - 6.7.1 Describe purchasing responsibilities of the executive housekeeper and identify factors to consider when determining the size of an annual linen purchase.
 - 6.8 Contract vs. In-House Cleaning
 - 6.8.1 Identify issues that an executive housekeeper should address when considering the use of outside contractors to perform cleaning services.
- 7.0 Safety and Security
 - 7.1 Safety
 - 7.1.1 Describe the steps involved in a job safety analysis and identify the basic elements of a safety training program.
 - 7.1.2 Identify the housekeeping's security responsibilities in relation to theft, key control, and lost and found procedures.
 - 7.2 Common Housekeeping Chemicals
 - 7.2.1 Identify common cleaning chemicals used by housekeeping operations.
 - 7.2.2 Describe how housekeeping departments comply with OSHA's Hazard Communications Standard.
- 8.0 Managing an On-Premises Laundry
 - 8.1 Planning the OPL
 - 8.1.1 List factors to consider when planning an on-premises laundry operation for a hotel.
 - 8.2 The Flow of Linens Through the OPL
 - 8.2.1 Describe causes and solutions to common problems encountered in laundering linens.
 - 8.3 Machines and Equipment
 - 8.3.1 Identify the various types of machines and equipment that might be found in a hotel's on-premises laundry operation.
 - 8.4 Valet Service
 - 8.4.1 Identify the concept of contract valet service.
 - 8.5 Staffing Considerations
 - 8.5.1 Define the job lists and performance standards.
- 9.0 Guestroom Cleaning
 - 9.1 Preparing to Clean
 - 9.1.1 Explain how guestroom cleaning assignments are made and how the order in which to clean assigned rooms is determined.
 - 9.2 Cleaning the Guestroom
 - 9.2.1 Describe the procedures typically followed by room attendants when cleaning guestrooms.
 - 9.3 Inspection
 - 9.3.1 Explain the importance of the inspection program technology.
 - 9.4 Deep Cleaning
 - 9.4.1 Distinguish routine guestroom cleaning from deep cleaning functions.
 - 9.5 Allergens and Allergies
 - 9.5.1 List the techniques properties utilize for allergens and allergies.
 - 9.6 Turndown Service and Special Requests
 - 9.6.1 Identify typical procedures room attendants follow when providing turndown service for guests.

10.0 Public Area and Other Types of Cleaning

10.1 Front of the House Areas

- 10.1.1 Identify the housekeeping's cleaning responsibilities for front of the house areas of the hotel.**

10.2 Other Functional Areas

- 10.2.1 Describe typical cleaning responsibilities of the housekeeping department in relation to food and beverage areas and banquets and meeting rooms.**

10.3 Special Concerns

- 10.3.1 Discuss the potential concerns for housekeepers due to the mold, mildew, and viruses.**

11.0 Ceilings, Walls, Furniture, and Fixtures

11.1 Types of Ceiling Surfaces and Wall Coverings

- 11.1.1 Identify the types of window coverings found in hotel operations and describe the appropriate cleaning procedures.**

11.2 Types of Furniture and Fixtures

- 11.2.1 Describe general care considerations for the types of furniture and fixtures commonly found in public areas, guestrooms, and staff areas in a hotel.**

12.0 Beds, Linens, and Uniforms

12.1 Beds

- 12.1.1 Identify the major types of bedspring and mattress construction.**
- 12.1.2 Describe the selection process and general care considerations.**
- 12.1.3 Develop a case study regarding bedbugs.**

12.2 Linens

- 12.2.1 Identify the types and sizes of linen used in hotel operations and describe general care considerations and linen recycling techniques.**

12.3 Uniforms

- 12.3.1 Outline factors to consider when selecting uniforms for hotel staff.**

13.0 Carpets and Floors

13.1 Carpets

- 13.1.1 Describe the routine and preventive maintenance procedures for carpet care.**
- 13.1.2 Identify procedures for removing spots and stains on carpets.**
- 13.1.3 Describe common carpet cleaning methods.**

13.2 Floors

- 13.2.1 Distinguish resilient floors from hard floors and describe appropriate cleaning methods for each.**

14.0 Tubs, Toilets, and Vanities

14.1 Types of Bathroom Furnishing and Fixtures

- 14.1.1 List the different types of bathroom furnishing and fixtures.**

14.2 Handicap Accessibility

- 14.2.1 Define the ADA requirements.**

XI. MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

Students are to score 70% or better in textbook chapter quizzes and exam and faculty-developed assignments, skills tests, and projects. Students who score 70% or better in the

American Hotel and Lodging Education Institute (AH&LEI) examination will be awarded with a course certificate.

XII. TEXTBOOK REFERENCE, EQUIPMENT AND SUPPLIES

- A. Required Textbook(s)
Managing Housekeeping Operations. William D. Frye, Nitschike, Aleta. (Revised third or latest edition). Lansing, Michigan. Educational Institute of the American Hotel and Lodging Association
ISBN# 978-0-86612-336-5
- B. Reference(s) and Bibliography
Matt A. Casado (2011). *Housekeeping Management*. Second Edition. USA.
ISBN#: 978-1-118-21515-9
- C. Equipment/Facilities
Existing classroom facilities and equipment.
- D. Instructional Supplies
Training videos, resource textbooks.

Learning Resource Center (Library)
- E. Has the Advisory Committee reviewed and concurred with the materials, content, and assessment used for this course?

- ☒ Yes
- ☐ No

Comments: Hotel Advisory Committee meeting, September 17, 2015.