# GCC
**GUAM COMMUNITY COLLEGE**
*Kulehon Kumunidåt Guåhan*

# COURSE APPROVAL FORM
# COVER SHEET

BANNER TERM 201710

| Trades & Professional Services |
|---|
| SCHOOL |

| Tourism & Hospitality |
|---|
| DEPARTMENT |

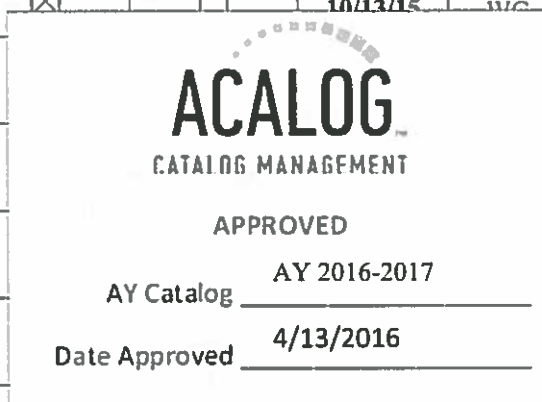| HS215, Managing Housekeeping Operations |
|---|
| COURSE ALPHA, NUMBER, TITLE |

| 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 | ☒ | ☐ | 10/13/15 | WC |
| REGISTRAR | Patrick L. Clymer | | | | |
| DEAN | Virginia Tudela, Ph.D. | | | | |
| LEARNING OUTCOMES COMMITTEE CHAIR | Rose Marie Nanpei | | | | |
| VP, ACADEMIC AFFAIRS | R. Ray D. Somera, Ph.D. | | | | |
| PRESIDENT | Mary A. Y. Okada, Ed.D. | ☐ | ☐ | | |

**ACALOG**
CATALOG MANAGEMENT

APPROVED

AY Catalog _____ AY 2016-2017

Date Approved _____ 4/13/2016

\* 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 <u>second week of March</u> to be effective for the following fall semester OR the <u>second week of October</u> 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.**

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.**