

COURSE OUTLINE

HMGT-240
Room Division Management
3 Semester Hours

HOWARD COMMUNITY COLLEGE

Description

This course includes management concepts and responsibilities in the housekeeping department. Students will be exposed to content relating to structural planning for large properties, including models for staffing patterns and hiring principles. Emphasis will be placed on inventory and equipment management, cost control, risk management, safety, security, topical environmental issues, characteristics of materials and supplies, linen and laundry room management, and cleaning functions. In addition to operational practices, personnel administration, including employee motivation, turnover, satisfaction, absenteeism, and cultural diversity issues are addressed. (3 hours weekly)

Overall Course Objectives

Upon completion of this course, the student will be able to:

1. Define and explain the role of housekeeping in the hospitality operations.
2. Identify housekeeping responsibilities.
3. Properly prep a hotel and guest room.
4. Plan the workday for the housekeeping department.
5. Recruit and interview housekeeping employees.
6. Develop a training program for a new employee.
7. Set appropriate par levels.
8. Explain the use of different cleaning equipment.
9. Develop a budget for a housekeeping department.
10. Explain the cost-value relationship of using contract vs. in-house cleaning.
11. Describe the various OSHA safety regulations.
12. Explain the various components of managing an on-premises laundry.
13. Maintain clean public areas in an appropriate manner.
14. Analyze the relationship between housekeeping and the design team.

Major Topics

- I. Planning and organizing the housekeeping department
- II. Managing human resources
- III. Managing inventories
- IV. Controlling expenses
- V. Safety and security
- VI. Managing an on-premises laundry
- VII. Chemicals and hazard communication
- VIII. Guestroom cleaning
- IX. Public areas
- X. Interior design
- XI. Inspection
- XII. Machine selection
- XIII. Capital budgets
- XIV. Carpets and floors
- XV. Beds, linens, and uniforms

Course Requirements

Grading/exams: Grading procedures will be determined by the individual faculty member but will include the following: final grades will be calculated on the basis of exams, housekeeping field lab work, quizzes and class projects.

Other Course Information

This course is a Hospitality Management core course. Field trips are included.