

# HOSP-1481: HOUSEKEEPING AND FACILITIES MANAGEMENT

## Cuyahoga Community College

### Viewing: HOSP-1481 : Housekeeping and Facilities Management

#### Justification for this deactivation request

Reducing credits and renumbering course to HOSP-1482 due to removal of facilities content.

#### Board of Trustees:

January 2024

#### Academic Term:

Fall 2024

#### Subject Code

HOSP - Hospitality Management

#### Course Number:

1481

#### Title:

Housekeeping and Facilities Management

#### Catalog Description:

Fundamentals of professional housekeeping services in lodging industry, and basic knowledge of maintenance and engineering departments. Examines basic cleaning methods and equipment currently used; work production and quality control techniques specific to housekeeping management. Includes survey of building systems, facility layout, and equipment.

#### Credit Hour(s):

3

#### Lecture Hour(s):

3

## Requisites

#### Prerequisite and Corequisite

HOSP-1010 Introduction to the Hospitality Industry, and HOSP-1020 Sanitation and Safety or concurrent enrollment; and concurrent enrollment in HOSP-1540 Lodging Operations Lab.

## Outcomes

#### Course Outcome(s):

Perform basic management functions in a housekeeping department.

#### Essential Learning Outcome Mapping:

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

Written Communication: Demonstrate effective written communication for an intended audience that follows genre/disciplinary conventions that reflect clarity, organization, and editing skills.

#### Objective(s):

1. Identify housekeeping personnel issues and solutions.
2. Evaluate training techniques, their effectiveness and the importance of properly training new employees and continual training of entire staff.
3. Discuss the challenges of retaining housekeeping employees and ways to motivate staff.
4. Identify environmental concerns for housekeeping departments in the areas of: solid waste management, recycling, water pollution, and energy usage.
5. Examine issues/areas of safety concerns for housekeepers and guests.
6. Demonstrate proper cleaning techniques for occupied rooms.
7. Demonstrate proper cleaning techniques for vacant rooms.
8. Schedule staff and guest rooms for deep cleaning projects.
9. Conduct routine inspections.
10. Utilize computerized systems for communication within the housekeeping department.

11. Utilize computerized systems for communication between the housekeeping department and other departments within a facility.
12. Demonstrate an ability to identify and report routine maintenance needs.
13. Demonstrate an understanding of proper chemical handling and haz-comm standards.
14. Perform opening duties for a housekeeping department: print reports, create room attendant assignments, and issue keys.
15. Operate laundry equipment safely and properly.
16. Analyze material requirements for floors, ceilings, walls, and furniture.
17. Relate occupancy levels and housekeeping workload to staffing.
18. Review the role and responsibilities of a housekeeping manager.
19. Identify where to find information to solve special cleaning problems.
20. Outline steps in an inventory of housekeeping and laundry supplies.
21. Chart the flow of linen through a facility.

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**Course Outcome(s):**

Communicate about facilities maintenance and repair with Engineering Department.

**Essential Learning Outcome Mapping:**

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

Written Communication: Demonstrate effective written communication for an intended audience that follows genre/disciplinary conventions that reflect clarity, organization, and editing skills.

**Objective(s):**

1. Explain the goals of maintenance management systems.
2. Explain factors in locating a laundry and selecting laundry equipment.
3. Describe special telephone services offered by hotels.
4. Outline how building design and maintenance affect safety.
5. Discuss typical utilities used in hospitality facilities.
6. Explain steps to conserve energy.
7. Identify current requirements of the ADA in relation to facility design and layout.
8. Outline the recycling process flow in hospitality facilities.
9. Recognize symbols and other elements on blue prints.
10. Detect the difference between electrical, wastewater, and HVAC on blueprints.
11. Conduct search for equipment specifications for designated major.

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**Methods of Evaluation:**

1. Tests
2. Quizzes
3. Final examination - AHLA certification
4. Professionalism as demonstrated in on-site observations.
5. Written report of on-site observations including interviews with housekeeping and facility maintenance personnel
6. Written assignments
7. Special assignments/portfolio assignments
8. Role Playing
9. Case studies

**Course Content Outline:**

1. Role of housekeeping operations
  - a. The role of the housekeeping department in hotel operations
  - b. The importance of effective communication between housekeeping and
    - i. front office
    - ii. engineering/maintenance
  - c. The executive housekeeper's position
  - d. Housekeeping rooms status report
  - e. Daily occupancy report
2. Planning and organizing the housekeeping department
  - a. Identifying responsibilities
  - b. Frequency schedules/inventory list
  - c. Function of performance standards

- d. Function of productivity standards
- e. Operating budget
- 3. Housekeeping human resources
  - a. Sources of labor
  - b. Recruiting housekeeping employees
  - c. Employee turnover
  - d. Role of housekeeping trainer
  - e. Staffing guide/scheduling techniques for housekeeping
- 4. Inventory and budget controls
  - a. Inventory control
    - i. par levels
    - ii. linen records
    - iii. uniform records
    - iv. perpetual inventory system
  - b. Budget control
    - i. executive housekeeper's responsibility
    - ii. operating budget
    - iii. capital budgets
    - iv. statements
    - v. forecasting expenses
- 5. Safety and security
  - a. Costs of unsafe work environment
  - b. Safety procedures in housekeeping
  - c. OSHA regulations pertaining to housekeeping
  - d. Key control
  - e. Fire safety training for housekeeping employees
  - f. Lost and found function
- 6. On-premise laundry operations
  - a. Flow of linen processing through operation
  - b. Sorting linen
  - c. Wash/dry cycles involved in cleaning linen
  - d. Functions of different detergents
  - e. Forecasting linen needs
  - f. Preventive maintenance programs
- 7. Housekeeping chemical/hazard communication
  - a. Categories of housekeeping chemicals
  - b. OSHA hazard communication standard
  - c. Cleaning additives/purpose
  - d. MSDA sheets/labeling
  - e. Hazard Communication program
  - f. Trends in cleaning technology and housekeeping methods
- 8. Guestroom and public area cleaning
  - a. Room attendant equipment and supplies
  - b. Room attendant cleaning schedule
  - c. Guest relations procedure
  - d. Guestroom cleaning procedure
  - e. Guestroom inspections
  - f. Public area cleaning procedures/responsibilities
  - g. Cleaning public area equipment
    - i. ice machine
    - ii. vending machines
    - iii. elevators
    - iv. pool area
- 9. Housekeeping selection of ceilings, walls, furniture, fixture, carpets and floors
  - a. Common types of ceiling and wall surfaces/coverings
  - b. Identifying characteristics of wall and ceiling covering
    - i. flammability
    - ii. noise reduction

- c. Criteria and importance of following recommended chemical use and cleaning procedures
- d. Purchasing procedures for guestroom furniture
- e. Types of carpeting
- f. Carpet and floor cleaning
- g. Types of flooring
- 10. Beds, linens, and uniforms
  - a. Types of mattresses; criteria for selecting linen
  - b. Types of fabric materials
  - c. Types of employee uniforms
- 11. Introduction to hospitality facility management and design
  - a. Roles played by hospitality facilities
  - b. Operating costs
  - c. Construction costs
  - d. Management contracts
  - e. Management responsibilities
  - f. Facility concerns related to facility management
- 12. Managing maintenance of water and wastewater systems
  - a. Goals of maintenance
  - b. Maintenance systems
  - c. POM
  - d. Basic structure of water and wastewater systems
  - e. Water quality problems
  - f. Water system maintenance concern
- 13. Electrical and HVAC Systems
  - a. Electrical systems
  - b. Design and operation standards
  - c. Electrical maintenance
  - d. Emergency power systems
  - e. Elements of human engineering
  - f. Heating and air conditioning systems
  - g. Maintenance concerns about HVAC
- 14. Lighting and laundry systems
  - a. Natural, electrical discharge, and incandescent light sources
  - b. Lighting system maintenance
  - c. Lighting safety requirements
  - d. Laundry transport
  - e. Laundry equipment: washers, dryers, extractors
  - f. Laundry layout
  - g. Laundry maintenance
- 15. Safety, security, and telecommunications systems
  - a. Relationship between design maintenance and safety
  - b. Fire prevention, notification, detection, and suppression
  - c. Key control
  - d. Telephone systems
- 16. Food service equipment and waste management
  - a. Food preparation, cooking, ware-washing, and miscellaneous equipment
  - b. Maintenance for common types of foodservice equipment
  - c. Flow in a kitchen
  - d. Solid waste disposal: cost, reduction, and pollution control
  - e. Recycling
- 17. Food service equipment design: kitchen and dining room emphasizing flow, work simplification, cost controls, and safety
- 18. Energy management and building structure
  - a. Reducing electrical and fossil fuel usage and cost
  - b. Reducing boiler and chiller energy costs
  - c. Energy management equipment
  - d. Building structure
  - e. ADA requirements
- 19. Parking area

- a. Types of concrete and asphalt
  - b. Repairing concrete and asphalt
  - c. Drainage
  - d. ADA requirements
20. Planning and renovation of lodging
- a. Hotel development process
  - b. Site design
  - c. Guestroom planning and layout
  - d. Lobby, function area, and back-of-the-house design concerns
  - e. Hotel renovation process
  - f. Design consultants
21. Food service design and renovation
- a. Concept development for food service facilities
  - b. Regulations affecting construction and operation
  - c. Facility layout
  - d. Work station areas
  - e. Design consultant
  - f. ADA regulations
  - g. Kitchen renovation

## Resources

Zemke, Dina and Thomas Jones, Ph.D. *Managing the Built Environment in Hospitality Facilities*. 2nd ed. Prentice Hall, 2018.

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Stipanuk, David M. *Hospitality Facilities Management and Design*. 4th ed. Educational Institute of the AHLA, 2015.

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

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O'Fallon, Michael J. and Denney G. Rughterford. *Hotel Management and Operations*. 5th ed. Wiley, 2011.

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Thomas Chris, Edwin J. Norman and Costas Kasigris. *Design and Equipment for Restaurants and Foodservice: A Management View*. 4th ed. Wiley, 2014.

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Singh, A.J. and Hervé Houdré. *Hotel Sustainable Development: Principles and Best Practices (AHLEI)*. American Hotel Lodging Association •, 2013.

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Jones, Thomas J. A. *Professional Management of Housekeeping Operations*. 5th ed. Wiley, 2008.

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Frye, William and Aleta Nitschke. *Housekeeping Management*. Revised 3rd ed. East Lansing, MI: Educational Institute of AHLA, 2008.

## Resources Other

1. Trade Journals
  - a. Executive Housekeeping Today
  - b. Lodging Hospitality
  - c. Lodging Magazine
  - d. Nations Restaurant News
  - e. Restaurants and Hospitals

2. Video Resources

- a. Educational Institute of AH&LA. Floor Care. 1996.
- b. Educational Institute of AH&LA. Houseperson. 1997.
- c. Educational Institute of AH&LA. Laundry Operations. 1996.
- d. Educational Institute of AH&LA. Preventative Guestroom Maintenance. 2009.
- e. Educational Institute of AH&LA. Housekeeping - Quality Guestroom Cleaning. 2008.
- f. Educational Institute of AH&LA. Housekeeping - The Deep Cleaning Process. 2005
- g. Educational Institute of AH&LA. Stay Safe Awareness Training. 2002.
- h. Educational Institute of AH&LA. GHS - Hazard Communications. 2012.
- i. Educational Institute of AH&LA. Hospitality Fire Prevention. 2004.

3. Websites

- a. [www.ecolab.com](http://www.ecolab.com) (<http://www.ecolab.com>)
- b. [www.ieha.org](http://www.ieha.org) (<http://www.ieha.org>)
- c. <http://www.facilitiesnet.com>
- d. <http://www.fmindustry.com>

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