

# HOSP-1540: LODGING OPERATIONS LAB

---

## Cuyahoga Community College

**Viewing: HOSP-1540 : Lodging Operations Lab**

**Board of Trustees:**

February 2019

**Academic Term:**

Fall 2020

**Subject Code**

HOSP - Hospitality Management

**Course Number:**

1540

**Title:**

Lodging Operations Lab

**Catalog Description:**

On-site observation and computer based training at local hotels provide practical application of lodging establishment functions in the areas of housekeeping, laundry, and maintenance. Field trips required.

**Credit Hour(s):**

1

**Lecture Hour(s):**

0

**Lab Hour(s):**

3

## Requisites

**Prerequisite and Corequisite**

HOSP-1010 Introduction to the Hospitality Industry; and concurrent enrollment in HOSP-1481 Housekeeping and Facilities Management.

## Outcomes

**Course Outcome(s):**

Perform basic housekeeping and laundry procedures for a lodging establishment including: cleaning rooms, inspecting rooms, chemical usage and storage, operating laundry equipment, designating daily room assignments, and monitoring public area cleanliness.

**Objective(s):**

1. Demonstrate proper cleaning techniques for occupied rooms.
2. Demonstrate proper cleaning techniques for vacant rooms.
3. Conduct routine inspections.
4. Utilize computerized systems for communication within the housekeeping department.
5. Utilize computerized systems for communication between the housekeeping department and other departments within a facility.
6. Demonstrate proper chemical handling in accordance with HazComm Standards.
7. Perform opening duties for housekeeping department.
8. Operate laundry equipment safely and properly.

---

**Course Outcome(s):**

Perform management of basic facilities maintenance procedures including identifying maintenance issues, assigning maintenance issues for repair, tracking work orders, communicating between departments, complying with federal guidelines and building codes, and planning for sustainability.

**Objective(s):**

1. Observe and explain testing and maintenance procedures for fire suppression systems.

2. Observe and explain maintenance procedures for electrical and lighting systems.
  3. Explain the two basic types of sewage systems used by commercial facilities.
  4. Demonstrate use of maintenance work order system.
  5. Explain facility design and usage to maximize energy conservation.
  6. Identify potential recycling systems for creating a more sustainable facility operation.
  7. Design a hotel lobby/room that complies with American with Disabilities Act (ADA), state, federal and local building requirements and regulations.
  8. Observe and explain use of HVAC systems, HVAC occupancy control systems and potential maintenance issues for each.
- 

**Methods of Evaluation:**

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

**Course Content Outline:**

1. Room cleaning techniques
  - a. Occupied rooms
  - b. Vacant rooms
  - c. Deep cleaning procedures
  - d. Lost and found items
2. Room inspections
  - a. Occupied rooms
  - b. Vacant rooms
  - c. Deep cleaning
3. Property management systems
  - a. Room status
  - b. Occupancy status
  - c. Maintenance work order entry & status
  - d. Daily work assignments
  - e. Communication with front desk
4. Housekeeping opening duties
  - a. Print reports
  - b. Create room attendant assignments
  - c. Issue keys
  - d. Special requests
5. Proper chemical handling
  - a. HazComm
  - b. Personal Protective Equipment
  - c. Storage
6. Laundry
  - a. Sorting
  - b. Treating stains
  - c. Washing
  - d. Drying
  - e. Folding
  - f. Ironing
  - g. Storage
  - h. Types of Linens
    - i. Inventory
    - j. Tracking linen loss
7. HVAC

- a. HVAC Control Systems
- b. Potential Maintenance issues
- c. Safety
- 8. Fire suppression systems
  - a. Testing techniques
  - b. Potential maintenance issues
  - c. Safety
- 9. Electrical Systems
  - a. General systems
  - b. Lighting systems
  - c. Potential maintenance issues
  - d. Safety
- 10. Sewage Systems
- 11. Facility design
  - a. Energy conservation methods
  - b. Sustainability considerations
  - c. ADA compliances
  - d. State, local, and federal building regulations

## Resources

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

---

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

---

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

---

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

---

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

---

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

---

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

---

Top of page

Key: 2263