

Course Outline
HRMT 209
Housekeeping Management
3 credits

The Community College of Baltimore County

I. General Course Description

Housekeeping Management

Examines the role of the supervisory function in the housekeeping department; provides a thorough overview of maintaining a quality staff, planning and organizing, the technical details of cleaning a room, managing the laundry, and control of supplies and equipment.

Prerequisite: HRMT 101, or written permission of the instructor

II. General Course Objectives

When the student completes the course, he/she will be able to:

- A. Explain in writing the responsibilities of the Executive Housekeeper and the various duties of this position.
- B. Discuss the proper procedure for cleaning a guest room and demonstrate a working knowledge of this procedure.
- C. Identify the correct cleaning supplies used in cleaning and sanitizing a hotel guest room.
- D. Explain in writing the responsibilities of the room inspector and demonstrate a working knowledge of this procedure.
- E. Identify the cleaning needs in a hotel's public area.
- F. Understand the function and operations of the hotel laundry.
- G. Write and describe the components of a housekeeper & houseman job description.
- H. Understand the relationship housekeeping has with the other hotel operating departments.
- I. Analyze and evaluate in writing the efficiency of a housekeeping department.
- J. Develop a written housekeeping schedule for a 50 room hotel.
- K. Explain in writing the proper procedure for inspecting a hotel guest room.

III Major Topics

- A. Management and supervision of the housekeeping department
- B. Equipment use and selection
- C. The inspection process
- D. Writing job description and specifications
- E. The hotel laundry

F. Housekeeping costs & controls

IV. Course Requirements

Specific assignments and procedures for evaluating student performance in this course will be described in the individual class syllabus. However, all students will:

- A. Participate actively in class activities to include turning down and inspecting hotel guestroom.
- B. Respond to required reading and homework assignments to include articles from trade journals.
- C. Successfully complete a minimum of two exams that demonstrate a mastery of the major concepts in the course.
- D. Present/participate in individual or group presentations.